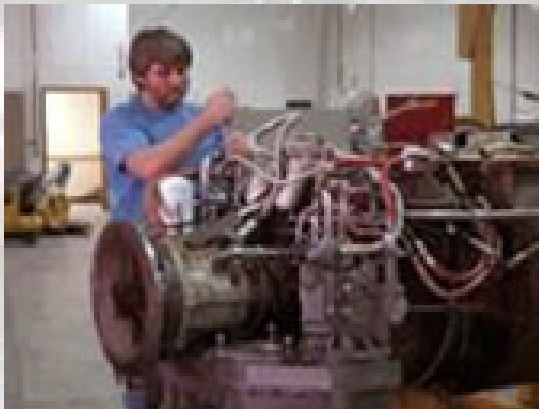




# National Maintenance Program Business Process Manual (NMP BPM)



Industrial Base



Department of Logistics



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# ***SUMMARY of CHANGE***

National Maintenance Program: Business Process Manual

This is a complete rewrite of the National Maintenance Program Business Process Manual published by Director of Maintenance Management, Deputy Chief of Staff for Operations, G-3, Headquarters, Army Materiel Command.

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## **Glossary**

# Chapter 1

## Introduction

### 1-1. Purpose

This pamphlet provides procedures to manage and operate the National Maintenance Program (NMP). The NMP is responsible for class II, IV and IX items being repaired/overhauled by depot and non-depot sources of repair (SOR). NMP is formalized in AR 750-1.

### 1-2. Applicability

The Army Materiel Command NMP Business Process Manual (BPM) applies to the Active Army, the Army National Guard of the United States/Army National Guard, and the U.S. Army Reserve.

### 1-3. References

Required and related publications and prescribed and referenced forms are listed in Appendix A.

### 1-4. Explanation of Abbreviations and Terms

Abbreviations and terms used in this publication are explained in the glossary.

### 1-5. National Maintenance Program Concept

a. The NMP encompasses the Army strategy of a centrally coordinated and controlled repair based logistics system. Specifically, the NMP focuses on centralized management and decentralized execution of Army maintenance programs, and consolidates all national maintenance organizations under a single management structure. The overall objective is increased fleet readiness at the weapon system level and reduced operation and sustainment costs. There are two essential elements of NMP. First, for items that are repaired and returned to the AWCF-SMA account, the items repaired will be repaired to a national standard. The prescribed national standard will be described in the appropriate technical publication for each reparable candidate NIIN/NSN. Second, repairs will be conducted by a Qualified National Provider; that is, one who is deemed ISO compliant and technically certified to perform the repair.

b. NMP establishes two categories of maintenance management: National and Field.

(1). National category consists of organic depots, the industrial base, and qualified non-depot activities to include Component Repair Companies that will replace General Support (GS) maintenance units..

(a). The overall focus is sustainment readiness.

(b). Items repaired are returned to the supply system

(c). Source of funding is AWCF-SMA

(2). Field category consists of Unit/Organizational and Direct Support (DS) maintenance units/activities.

(a). The overall focus is near term readiness and training in order to maintain and generate combat power.

(b). Items are repaired and returned to the user.

(c). Source of funding is Operation & Maintenance (O&M)

c. NMP is based on Total Army need and is the first source of supply to satisfy national requirements for the AWCF-SMA. The selection of items and the quantity repaired to satisfy the national need are determined in an integrated Requirements Determination and Execution System (RDES). The entire process is explained in Chapter 4 of this manual.

d. The goal of NMP is to maximize national repair capability and available resources, providing required levels of weapon system repair parts with increased availability at the locations where the majority of demands are generated whenever possible.

e. Headquarters, U.S. Army Materiel Command is designated as the National Maintenance Manager (NMM).

f. This single management structure, led by the NMM, consists of national and installation maintenance managers who oversee the execution of the scheduled maintenance programs. The NMM structure executes technical and programmatic staff supervision of the NMP. The NMM, in conjunction with the Major Army Commands' (MACOMs) and/or the Installation Management Agency (IMA) Regional Offices' (ROs) command, control and communication (C3) structure, provides a responsive business management structure capable of responding to and managing all Army sustainment maintenance activities under their control.

g. NMM management structures provide oversight of organic and contract maintenance activities and resources. Headquarters, U.S. Army Materiel Command, through its subordinate commodity commands, is responsible for organic and contractor operated depot maintenance activities, and is responsible for workloading and funding repairs at organic and contractor operated depot and non-depot national maintenance activities. The NMP structure integrates the capacity and capabilities of all NMP maintenance activities, thus optimizing Army resources.

## **1-6. Organizational Proponents and Responsibilities**

a. Army Materiel Command (AMC) – Headquarters, U.S. Army Materiel Command has been designated by the Secretary of the Army as the National Maintenance Manager and is the focal point for all National Maintenance Requirements (see AR 750-1). The National Maintenance Division has been established under the supervision of the Director of Maintenance Management, AMC Deputy Chief of Staff for Operations, G-3 (DCSOPS, G3).

(1). National Maintenance Division (NMD) - The NMD is the proponent for the NMP and the BPM. The NMD will provide guidance on the development of fiscal year workload plan for non-depot maintenance activities. NMD will provide implementation guidance for the development of national repair standards. NMD will monitor the development of national repair standards and execution of fiscal year workload plan. During the year of execution, NMD will conduct at a minimum one production review to ascertain the production status and projected plan for completion. The NMD will coordinate BPM changes within the AMC Major Subordinate Commands (MSC), National Logistics Coordination Offices (NLCO), the National Logistics Qualification Office (NLQO) and the MACOMs/IMA NMP proponents. The NMD coordinates with DA policy proponents as required and submits changes to HQDA G-4, as necessary.

(2). AMC Deputy Chief of Staff, Resource Management, G-8 (DCSRM, G8) - The AMC DCSRM, G8 serves as the program manager for the AWCF-SMA. The AMC DCSRM, G8 is responsible to the Deputy Commanding General for accountability of the funds supporting the National Repair Programs.

(3). National Logistics Coordination Office (NLCO) - The NLCOs provide national maintenance analytical support, to HQ AMC G-3 and the MSCs. They consolidate, integrate and standardize workload plans and reports for the NMP. The NLCOs also track NMP maintenance programs, costs and workload.

(4). National Logistics Qualification Office (NLQO) - The NLQO is responsible for managing and executing the ISO 9000 Quality Management System (QMS) and ISO Quality Management System training. The NLQO is also responsible for monitoring NMP Quality Control.

(5). AMC Major Subordinate Command (MSC) NMP Office - The MSC NMP office will be the centralized management office responsible for coordinating and processing all NMP related actions.

(6). MSC Installation Maintenance Representative (IMR) - MSC IMRs will provide advice to the Maintenance Activity Chiefs and Directorate of Logistics personnel on implementing and sustaining procedures related to NMP. Each MSC will develop their respective description of IMR duties and responsibilities.

b. Major Army Command (MACOM) - The MACOMs provide command and control of Active Component (AC) maintenance units. The U.S. Army Reserve Command (USARC) exercises management of Reserve Component maintenance activities. The Director, Army National Guard and the State Adjutant Generals exercise management of Army National Guard facilities and maintenance activities.

c. Installation Management Agency (IMA) - The IMA is the Field Operating Agency of the Department of Army Assistant Chief of Staff for Installation Management (DA ACSIM). The IMA is a single hierarchical organization consisting of Headquarters, Installation Management Agency (HQ IMA), seven Regional Offices (ROs), and the Garrisons or Area Support Groups (ASGs) at the installation level. The IMA's mission is to provide equitable, efficient and effective management of Army installations worldwide. This mission includes performance of installation maintenance normally conducted by the Directorate of Logistics (DOL). Most Army Reserve ASG/Garrisons and installations are managed separately from the IMA, but over time these activities will be phased into the IMA regional structure.

d. Maintenance Activity Chief (MAC) – The MACs provide operational management of the NMP processes at the installation level. The MACs coordinate proposed process changes with AMC MSCs and submit recommended changes through the MACOMs/IMA ROs to the NMD. The MACs also provide on a periodic basis the execution of the fiscal year workload plans. The MACs participate in the production reviews conducted by NMD.

## **1-7. Information Management Systems**

Essential to the operation of the NMP program is the utilization of the Standard Army Management Information Systems (STAMISs) to manage the maintenance programs. These systems provide management information for sustainment maintenance managers regarding maintenance forecasting, workload management, exception management, repair times, and other information. Chapter 7 explains information systems utilized by the NMP.

## **1-8. BPM Changes**

The BPM is a living, web-based document. As NMP evolves, many new processes, management procedures, management information systems, and force structure changes will be identified. When identified, these changes will be documented and processed through the NMP organizational structure in accordance with Appendix B of this manual.

## Chapter 2 NMP Organization

### 2-1. Scope

This chapter discusses the National Maintenance Program (NMP) mission, organization and responsibilities.

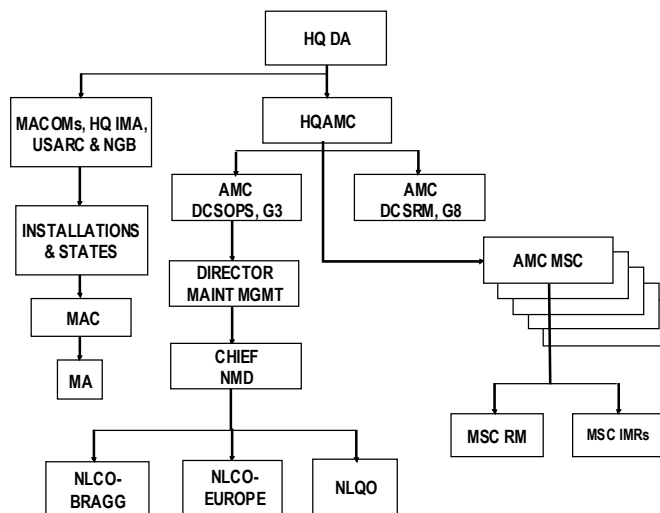
### 2-2. NMP Mission, Organization and Functions

#### a. National Maintenance Division (NMD).

(1). Mission - The NMD mission is to develop and integrate policies, programs and procedures that will provide sustained maintenance support of Army missions. The NMD will serve as the proponent, advocate, and representative for the National Maintenance Program (NMP). Further, the NMD will develop, consolidate, integrate, and standardize NMP functions.

(2). Organization - The NMD is under the management of the Director of Maintenance Management, Deputy Chief of Staff for Operations, G-3, Headquarters Army Materiel Command. Figure 2-1 represents NMP organization.

Figure 2-1 NMP Organizational Structure



#### (3). Functions.

- (a). Manage all Class II, IV and IX reparable items for the Army
- (b). Maintain visibility of the Army's sustainment maintenance capabilities and capacities.
- (c). Support the National Maintenance Training Center (Camp Dodge, IA).
- (d). Provide input on national maintenance related to doctrine, strategic direction and policy statements.
- (e). Develop and coordinate maintenance management procedures, guidance and metrics.
- (f). Serve as a resource for national maintenance information to Integrated Logistics Support processes.
- (g). Coordinate maintenance data requirements with logistics automation developers.
- (h). Perform national level staff supervision over the national maintenance program functions.
- (i). Track cost effectiveness and efficiency of national repair programs.
- (j). Monitor production plans of national managers.
- (k). Provide staff supervision of the National Logistics Quality Office (NLQO) management of the NMP Quality Assurance program.
- (l). Adjudicate challenges elevated by the MSC NMP Offices.
- (m). Maintain NMP databases.

#### b. National Logistics Coordination Office (NLCO).

(1). Organization - AMC has two National Logistics Coordination Offices: Fort Bragg, NC (NLCO-Bragg) and U.S. Army Europe (NLCO-Europe). The NLCOs are under the supervision of the Chief, National Maintenance Division, DCSOPS, G3, Headquarters, AMC.

(2) Mission - The focus of a NLCO is to establish national maintenance advocacy and representation, and to consolidate, integrate and standardize workload plan and reports, to include analysis on all Army class II, IV and IX items repaired/overhauled for the NMP. NLCOs perform the day-to-day analysis functions of the NMP, tracking maintenance programs, costs and workload.

(a). The mission of NLCO-Bragg is to provide national maintenance, non-depot analytical support, to HQ AMC G3, MSCs and other organizations as required.

(b). The mission of NLCO-Europe is to coordinate as necessary with MSCs, MACOM, Installation Maintenance Representatives, Maintenance Activity Chiefs, and field commanders within USAREUR and other regions as assigned..

(3). Functions.

(a). NLCO-Bragg, is responsible for consolidating and forwarding to the NMD for review and approval, the National Maintenance planning for non-depot workload conducted by AMC MSCs and Installation Management Agency Regional Offices/MACOMs (National Workload Plan Development and Validation). See Chapter 4 of this manual for additional functions. NLCO-Bragg is also the primary NMP organization responsible for all NMP production analysis (Workload Production and Maintenance Management). See chapter 5 of this manual for additional information.

(b). NLCO-Europe will:

(1). Determine capacity and capability for normal and surge workload for all maintenance activities within theater.

(2). Conduct analysis and provide recommendations for theater Sources of Repair.

(3). Monitor work loading of maintenance activities within the theater, cross-leveling workload where appropriate, and incorporating training requirements as needed.

(4). Monitor shortfalls in maintenance activity capability and capacity and provide staff recommendations related to cross-leveling assets, workload exception management, and surge management to the NMD office for approval.

(c). Both NLCOs perform the following tasks:

(1). Oversee national level workload requirements, confirm facility capacity and capability, consolidate workload, and recommend national cost information to the NMP for national level work.

(2). Perform cost analysis.

(3). Develop/recommend procedures for administration of NMP and revisions to the BPM.

c. National Logistics Qualification Office (NLQO).

(1). Mission - The NLQO will manage and execute the ISO Quality Management System portion of the qualification process for the National Maintenance Program.

(2). Organization - The NLQO is co-located with TACOM-ARDEC at Rock Island Arsenal and has been established as AMC's staff agency for assuring all national providers meet ISO compliance requirements. The NLQO coordinates directly with MSCs, sources of repair/quality national providers, and IMA Regions Quality Assurance staffs and reports to the NMD.

(3). Functions.

(a). Conduct ISO Quality Management System audits and training program.

(b). Serve as NMP Product Quality Deficiency Report (PQDR) support point.

d. Army Materiel Command Major Subordinate Command (MSC) NMP Office.

(1). Mission - The MSC NMP office provides advice, counsel, reports, and issues to their command's senior leadership. It also serves as the interface between the Weapons System Team/Item Management/Project Management functions and the NMP Organization and AWCF-SMA maintenance activities.

(2). Organization - The MSC NMP office is under the staff supervision of the Director, Integrated Materiel Management Center, or the equivalent position, at each MSC.

(3). Functions.

(a). Overall responsibility for conducting National Maintenance planning for non-depot workload. (National Workload Plan Development and Validation, Chapter 4 of this manual)

(b). Primary organization responsible for all NMP production actions and issues. (Workload Production and Maintenance Management, Chapter 5 of this manual)

(c). Monitor capability and capacity of maintenance activities within each MACOM/ Installation Management Agency (IMA) Region.

(d). Develop internal policies and procedures IAW DA and AMC policies to support the NMP.

- (e). Represent their command at DOD, multi-service, Army, and AMC meetings, conferences, symposiums, and workgroups.
- (f). Recommend development of and changes to NMP Policies and Procedures.
- (g). Serve as the MSC point of contact for problem resolution on MSC non-depot repair programs.
- (h). Track status and production rates of individual MSC non-depot repair programs. Identify problems and resolve functional and materiel management issues.
- (i). Serve as the MSC point of contact for coordinating, consolidating, and responding to all NMP tasks that are generated from within AMC.
- (j). Maintain current and historical records on all MSC non-depot repair programs. Historical program records will be kept for a minimum of 3 years and disposed of IAW Army regulations.
- (k). Review, revise, and maintain visibility of non-depot repair programs to ensure all MSC financial, inventory, and accountability records germane to NMP are accurate and updated in a timely basis.
- (l). Provide training and briefings on NMP to the MSC work force and leadership at all levels.
- (m). Continually monitor NMP process and procedures to look for business process improvements.
- (n). Assess the impact of NMP business rules on other business processes (other functional areas).
- (o). Coordinate, as necessary, electronic Military Interdepartmental Purchase Requests (MIPRs) to fund non-depot repair programs.
- (p). Coordinate AWCF-SMA Maintenance Activity Technical Certification activities and related functions. Ensure national providers are technically certified IAW Chapter 6 of this manual.
- (q). Responsible to develop respective IMR functional duties and responsibilities.
- e. MSC Installation Maintenance Representative (IMR). The MSC maintenance representatives serve as a liaison between Installation Maintenance Activities and the MSC. The MSC IMR will provide advice to the Installation Maintenance Activity Chief and Directorate of Logistics, Army National Guard (ARNG) and Army Reserve personnel on NMP business processes and implementing procedures. The MSC IMR will coordinate with the NLCO, NLQO, AMC MSC Maintenance Managers and/or the NMD to respond to questions and concerns and resolve issues. The MSC IMR serves as the NMP POC to the installation chain of command and has no authority over maintenance operations. The MSC IMRs will directly support installation operations for their respective MSC and provide assistance to other MSC's NMP workload at their assigned SORs.
- f. Major Army Commands (MACOM) (TRADOC, USAREUR, 8th Army, ARNG)
  - (1) Mission. Support the Army's sustainment efforts by electing to participate in the National Maintenance Program. Coordinate planning, programming, and execution of programs in their respective commands.
  - (2) Organization. Each command will organize its efforts and support commensurate with the extent and degree of participation in NMP.
  - (3) Functions.
    - (a) Serve as the point of contact for National Maintenance Program (NMP) matters relating to their command and subordinate sources of repair (SOR) which participate in the NMP.
    - (b) Designate which SOR's will participate in NMP.
    - (c) Plan, coordinate, program, and execute assigned workload plans.
    - (d) Monitor key performance data and take corrective action where necessary.
    - (e) Participate in National workload conferences as necessary.
- g. Installation Management Agency (IMA).
  - (1). Mission - HQ IMA has established Regional Directors in each of the seven (7) IMA regions to provide visibility of IMA Regional NMP operations. Their specific focus is to support HQ IMA budgetary, infrastructure, and mission priority decisions.
  - (2). Organization – Each Regional Office (RO) will be organized using local personnel assets. IMA ROs will internally structure, align, or contract to resource any required spaces.
  - (3). Functions.
    - (a). The ROs serve as the IMA Regional NMP point of contact, providing maintenance perspective to Area Support Group (ASG) or Garrison commanders during budget planning, program execution, readiness issues and force structure decisions. IMA ROs provide subject matter experts, recommend changes to NMP management processes, and coordinate and ensure BPM changes are supported within their respective IMA organizations.
    - (b). Provide HQ IMA visibility of NMP production and performance.
    - (c). Support the HQ IMA budget process.
    - (d). Communicate with Maintenance Activity Chiefs, IMR, NLCO, and NMD staffs as needed.
    - (e). Monitor key performance data, including repair cycle time and repair costs.
    - (f). Resolve production shortfalls in coordination with the NMP management structure.
    - (g). Publish the directive for site survey actions.

(h). Prepare briefings and reports as required in support of the NMP.  
(i). Identify maintenance activities (organic and contractor) within their command that can repair components identified in the National workload plan. IMA RO staff members will participate in the National Workload Planning Conferences. They will provide to HQAMC the name, title, organization, telephone number and email address for all Maintenance Activity Chiefs authorized to participate in the NMP.

h. Maintenance Activity Chief (MAC). The Maintenance Activity Chief is designated by each installation.

(1). Mission - The mission of the MAC, as assigned by the installation Director of Logistics (DOL) or equivalent, is to manage the NMP workload and work loading of non-depot maintenance activities.

(2). Organization.

(a). Typically, a MAC will work under the installation Director of Logistics (DOL) office at either an Active or Reserve Component installation.

(b). Designated ARNG MACs typically work under the State/Territory Director of Logistics Offices. The MAC will normally be the Surface Maintenance Manager (SMM) or his designee. The MAC will accomplish maintenance management, planning, and coordination at the local level. Most reports, both routine and special, will be accomplished through the National Guard Bureau (NGB) NMP cell in Arlington, VA.

(3). Functions.

(a). Coordinate NMP operations with maintenance, supply, transportation and resource management personnel daily, or on an as needed basis.

(b). Conduct work center capability and capacity assessments.

(c). Conduct production meetings to manage AWCF-SMA local repair programs necessary to meet assigned national maintenance workload. Elevate information to the MSC IMR and disseminate to participating maintenance activities within the MAC area of responsibility.

(d). Prepare and submit cost information for national SOR selection. See Chapter 4 of this manual for National SOR work.

(e). Execute assigned maintenance programs IAW planned quantity and funding. Submit monthly production reports through the IMA RO to the NLCO. Report work order level detail (man-hours, parts packaging and crating cost) in SAMS format to LOGSA LIDB.

(f). Reconcile, at least monthly, work order data with LIDB data.

(g). Identify repair parts shortages that have stopped a production line (line-stopper) IAW chapter 5, paragraph 5-15.

(h). Identify work that cannot be accomplished within the local geographic area and request assistance from the MSC.

(i). Conduct cost management reviews.

(j). Interface with customers, local commanders, other MACs, IMR, NLCO, and, if necessary, with AMC Item Managers for national programs (as authorized by NLCO and/or the NMD).

(k). Plan maintenance support for mobilization and deployment.

(l). Plan for maintenance activity modernization by ensuring requirements to maintain/modernize are submitted in base operations POM submissions.

(m). Provide maintenance workload to be used in training maintenance personnel.

(n). Prepare cost information for national work, using repair standards as identified by MSC. See Chapter 4 for National workload details.

(o). Identify the loss, permanent or temporary, of capabilities/capacities that are required for execution of the National Maintenance requirements.

(p). Provide support, either personally or by assignment, for annual maintenance review.

i. Maintenance Activity (MA). A shop, contractor, or non-depot maintenance activity whose functions include repairing components owned by the AWCF-SMA IAW The Army Maintenance Management System (TAMMS).

(1). Mission - Repairs, overhauls or modifies Weapon Systems reparable components for the NMP.

(2). Organization – MAs are typically under the Director of Logistics (DOL) office at either an Active or Reserve Component installation. ARNG MAs work under the State/Territory Director of Logistics Offices.

(3). Functions.

(a). Execute the assigned national maintenance workload.

(b). Manage and execute a compliant quality system as defined in Chapter 6 of this manual.

(c). Open work orders for items belonging to the AWCF-SMA with a quantity of 1 each.

## Chapter 3

### Financial Operations

#### 3-1. Scope

This chapter describes NMP reimbursement, funding and billing procedures. The MACOMs and the Installation Management Activity will utilize this policy and guidance for maintenance reimbursement in support of AWCF-SMA component repair.

#### 3-2. Financial Management

a. The Army Working Capital Fund - Supply Management Army (AWCF-SMA) is a revolving capital fund designed to finance the Army supply pipeline. The AWCF-SMA purchases supplies and services from approved sources (repair/new procurement), sells those supplies to its customers, and uses a percentage of the earnings to buy more supplies. The AWCF-SMA funds the repair of AWCF-SMA owned reparable at depots, non-depot activities, and by contractors.

b. Military Interdepartmental Purchase Requests (MIPRs) are used to reimburse the actual cost of repair (labor, parts, packing, crating) of AWCF-SMA owned assets at non-depot repair activities. AMC Major Subordinate Commands (MSCs) will fund repair of their assets and issue electronic MIPRs based on the approved NMP workload plan. Only one MIPR for each Workload Code (TMRC), RM, MSC combination will be issued. MIPR amendments will be issued based on approved workload/cost changes throughout the period of performance. MA RMs and MSC RMs are responsible for coordinating funding and billing. The MACs are responsible for submitting sufficient information on completed and in-process work to MA RMs for billing. The MA RMs and MACs are responsible for reconciling reimbursable workload expenses for submission to the MSCs.

(1). A web-based application located at the Army Electronic Product Support (AEPS) web site provides automation of MIPR generation and acceptance. MA RMs must access the MIPR database via AEPS to accept/reject the MIPR. Acceptance is a contract for the repair of programmed workload for the actual cost to repair; with the understanding that the MIPR contains estimated costs and can be amended as required. In the case where an MA RM disagrees with the funding on the MIPR, they can accept the MIPRs with comments and begin work, while the discrepancy is reconciled with the MSC. Disputes between MSCs and repair locations will be resolved at the AMC/MACOM/IMA level. While doing work under a MIPR that is in dispute, neither the funding on specific NIINs/lines in dispute nor the total funding on the MIPR will be exceeded.

(2). MACs and MA RMs will reconcile work orders before they are billed. At a minimum, this data will be reviewed with MSC POCs on a quarterly basis.

(3). A MIPR User Guide is also available in the AEPS restricted access mode. It is accessed from a drop down menu on the Training Material Group page found on the NMP E-Desk Homepage. All POCs will need to apply for an AEPS User Name and Password. Follow the instructions on the AEPS Homepage to request access. The web address is <http://aeps.ria.army.mil/aepspublic.cfm>.

c. The Standard Army Maintenance System (SAMS), or the non-standard maintenance system, will provide the work completed, man-hours expended, and parts costs for LIDB Discoverer. AEPS will post the following data in CCSS/GSWKLD:

(1). Maintenance Quantity Completed (MAINT-QNTY-COMP) – The productive quantity completed as identified on closed work orders. Condemned (washout) and Not Reparable This Station (NRTS) will be included in the closed work order data. Closed work orders for condemned or NRTS will have a quantity of “1” in the appropriate column on the work order. Condemned and NRTS are not counted against the repair quantity on the MIPR but the cost becomes part of the Unit Funded Cost (UFC).

(2). Maintenance Quantity Work In-Process (MAINT-QNTY-WIP) - The productive repair quantity that is in process. An RM with “post earnings” level of authority to the AEPS MIPR application can elect to bill any costs incurred for the work in process before repair has been completed and the work order closed.

(3). Man-hours Completed (MNHRS-COMP) - The total of productive and non-productive man-hours for completed and in process work orders. The AEPS MIPR application maintains the productive and non-productive man hour data.

d. Monthly reconciliation: It is essential that direct interaction occurs monthly between the installation RM and the MAC. This interaction should coordinate the relationship between the in-process/completed workload and the MIPR billing process. Information to be coordinated between the RM and the MAC will include the following:

- (1). MIPR Authorized Quantity
- (2). MIPR Unit Funded Cost (UFC)
- (3). Completed Quantity
- (4). Work In-Process Quantity

- (5). Scrap Quantity
- (6). Labor Dollars Expensed on Scrap Quantity
- (7). NRTS Quantity
- (8). Labor Dollars Expensed on NRTS
- (9). Parts Dollars Expensed on NRTS
- (10). Total Dollars Parts
- (11). Total Dollars Labor
- (12). Unit Man-hours to Repair Asset
- (13). Average (New) Maintenance UFC (Completed Dollars Labor + Total Dollars Parts + washouts + NRTS)/Qty Complete

### **Note**

**When there is a difference between the billing data and the production data pulled from LIDB-MM, a correction must be made to synchronize the two.**

- e. MIPR Year-End Close-out. Installation RM and MAC are responsible for reconciling completed workload and MIPR billing to facilitate MIPR close-out. (See Chapter 5 for further information)

### **3-3. Funding**

- a. Planned workload is negotiated, utilizing NMD guidance, between the MACs/DOLs, MACOMs/IMAs, and MSCs. The validated organic and contract workload is then loaded into the Commodity Command Standard System (CCSS) GSWKLD/LMP Non-Depot Workload application by the MSC. The planned workload identifies NIIN, quantity, estimated unit funded cost and production schedule.
- b. In order to facilitate organic man-year adjustments, MACOM/IMA Regional Offices (ROs) will be notified of the organic workload 18 months prior to the year of execution. This 18-month notification applies to all MACOM/IMA regions. Procedures to change the plan (additions, deletions or requirements and funds) during the year of execution are in Chapter 5 of this manual (Figure 5-6 Workload Change Request Procedures).
- c. The MSC funds the workload via an electronic MIPR, which is posted to the AEPS web site.
- d. The Maintenance Activity RM accepts the MIPR. The RM identifies the accounting classification to include: account processing codes (APC); element of resource (EOR); customer reference number; and percentage for EORs within an APC. The accepted MIPR is recorded in Standard Financial System (STANFINS)/State Accounting, Budgeting, Expenditure and Reporting System (SABERS) identifying:
  - (1). APC
  - (2). Execution Funding Account Number (EFAN)
  - (3). Element Of Resource (EOR)
  - (4). Customer Reference Number
  - (5). Percentage of EORs within an EFAN
- e. Under the current DA policy of repair and return to AWCF-SMA stock, the designated MA will bill actual repair costs against the appropriate MSC's MIPR. Repair costs are calculated in the following manner:
  - (1). Repair costs = (direct hours \* MA Labor rate) + (parts – unserviceable credit) + maintenance packing and crating costs. The unserviceable credit is found in the Army section of the FEDLOG. The actual costs of labor for items that are washed out or Not Repairable This Station (NRTS) are also to be billed against the NIIN line on the MIPR. The washouts and NRTS assets will not be counted against the repair quantity on the MIPR. In the case where washout/NRTS costs exist for a program with zero quantity repaired, the costs will be reported against the NIIN line to the MSC and the MSC will fund the cost on the MHRSPARTS line. The maintenance managers record repair costs in the appropriate field maintenance system. The costs are to be reviewed and accepted by the MA's RM.
  - (2). The total NIIN repair quantity and funding cannot be exceeded. The quantity and cost per line will not be exceeded prior to receiving a MSC approved change. Required changes to quantity and repair cost must be submitted and approved through the Workload Change Request (WLCR) process.
- f. Reimbursable labor costs are:
  - (1). Direct Labor – Direct labor is defined as the labor hours it takes to repair an item. These hours are derived from the open/completed maintenance work orders. Direct labor is expended for work orders applicable to wash out/NRTS.
  - (2). Military Labor – is not reimbursable and therefore cannot be billed. Spaces are direct funded.
  - (3). Civilian Labor: Civilian personnel performing direct labor for AWCF-SMA repair must be identified on the organization TDA as reimbursable. The direct labor reimbursement rate for each MA is determined by dividing the

annual Salary and Benefits of work loaded man-years by total productive hours. Annual productive work hours per man-year are:

- (a.) 1565 – CONUS/Korea/USARPAC - organic
- (b.) 1500 – USAREUR – organic
- (4). Contractor labor: Contract labor rates include direct labor costs and applicable contractor indirect and general and administrative (G&A) per the Federal Acquisition Regulation (FAR). The AWCF-SMA will pay its fair share of the applicable indirect and G&A if the MACOM/IMA can demonstrate to AMC that it (the provider) is not direct-funded for these costs. The provider must also demonstrate that the overhead would not have been incurred if it had not been for reimbursable work attributable to National Maintenance Program (NMP) repair effort. In accordance with Financial Management Regulation (FMR) DOD 7000.14-R, Volume 11A, Chapter 1, Paragraph 010201, J., overhead is sometimes referred to as indirect costs or G&A which consist of costs that cannot readily, or directly be identified in the performance of a customer order. Examples of such costs are supervision, office supplies, utility costs, etc. If an organization has a significant amount of reimbursable effort, such costs are accumulated in a cost pool and allocated to customers. The FMR also states, however, that contract administration costs are not to be charged within a DoD Component or to another DoD Component when funding for such costs is included in the mission funding of the performing DoD entity. Where it can be demonstrated that these costs are not direct funded and relate incrementally to the NMP mission requirement, then costs would be an appropriate charge to AMC. AMC should be provided with adequate detail supporting this determination. Contractor labor should be work loaded based on the contract annual productive hours. Direct labor hourly rate should be calculated based on contract rates. Annual productive work hours vary among contractors and should be identified on the labor rate call.
- g. Reimbursable Labor Rates: The maintenance activity reimbursable rate will be provided by the MACOM/IMA to AMC G-8 by 1 Aug prior to the year of execution for generation of the new FY workload plan. Rates will not change during the year unless there is an installation that is undergoing A-76 and a rate change occurs. The forecasted workload plan will use DoD Inflation Factors found at <<http://www.asafm.army.mil/>>.
- h. Overtime Procedures: A WLCR is required for overtime.
  - (1). The MA will request overtime if required to meet the production schedule. The MA will notify the MSC and submit a WLCR form to validate the need for overtime and to determine if funding is available. Under no circumstances will the SOR work overtime without written authorization from the MSC.
  - (2). The MSC may also request that the MA work overtime utilizing a WLCR form to document the requirement, identify available funding, and obtain approval from the MA.
  - (3). The MSC may cover overtime cost by reducing quantity, adjusting other program quantities, or adding additional funding.
  - (4). Additional hours will be charged to the work order. Any changes to the NSN/NIIN will be made with an amendment to the current MIPR. Overtime costs will be included in the man-hours and parts field "MHRSPARTS" portion of GSWKLD and on the MIPR.
  - (5). Upon receipt of a verbal authorization from the MSC, to be followed up by an e-mail for the record, the MA shall record actual earnings when overtime is worked up to the amount of the approved overtime.
  - (6). The NMP repairs items for return to AWCF-SMA stock. Therefore, there should be minimal overtime. Again, all overtime must be pre-approved.
  - (7). Overtime does not apply to the ARNG.
- i. Labor Earnings: There are 9 Type Maintenance Request Codes (TMRC) in SAMS, SAMS-I/TDA and AMMMIS to break out workload distinguishing AWCF SMA repairs. MAs must use these codes on all NMP work orders. See Chapter 7 of this manual, paragraph 7-5b, for code descriptions
- j. Work orders will not be opened before the beginning of the fiscal year in which they are funded.

### **3-4. Other Reimbursable Costs**

- a. Packing and Crating labor and materiel required to complete the work order are repair costs and will be shown on the associated work order as additional parts and labor costs and be reimbursed from the maintenance MIPR. For additional instructions on computing packing and crating costs, see Chapter 5 of this manual, paragraph 5-18.
- b. Transportation of AWCF-SMA owned items are funded through supply with a fund cite published annually, in September, by HQDA.
- c. Consumables (grease, oil, anti-freeze, rags, etc.) and bench stock (nuts, bolts, screws, etc.) utilized during the repair will be added to the Parts category on the work order. These costs are reimbursed from the maintenance MIPR.
- d. Equipment required to perform repair is owned by the MAs, and as such is direct funded for sustainment and replacement. Repair or replacement of this equipment cannot be charged to AWCF-SMA accounts.

### **3-5. Reimbursement Billing Procedures**

- a. The MA's RM will bill actual repair costs based on open/completed work order data from the Logistics Integrated Data Base Discover (LIDB Discoverer). In-process billings are authorized based on actual costs incurred.
- b. The Type Action (TA) 20/52 transactions generated are processed by the Standard Financial System (STANFINS). The TA 20/52 transactions for parts and labor costs contain a Customer Reference Number, an Element of Resource (EOR) and an Account Processing Code (APC).
- c. The financial accounting systems will generate a Standard Form 1080 bill for the Operational Data Store (ODS) and STANFINS Redesign 1 (SRD1) to route to the appropriate MSC Defense Finance and Accounting Service (DFAS) location (OPLOC/FINCOM).
- d. The OPLOC/FINCOM will process and transmit the SF 1080 Bill to the appropriate CCSS (MSC originating the MIPR) financial files.

### **3-6. Process Flows**

- a. The flow of information for MIPR processing is as follows:
  - (1). After validating the availability of appropriate funding, the AMC MSC manager uses the GSWKLD System to build a MIPR funding request. The MIPR funding request includes parts and labor (man-hours), and an attachment of NIIN detail non-depot maintenance program requirements. A commitment certification request is created, processed, and forwarded to GSWKLD System for broadcast to the AEPS MIPR Application. The AEPS MIPR Application generates an electronic mail notification to the MA's RM.
  - (2). The MA's RM accesses the AEPS MIPR application, as explained in paragraph 3-3.d. above, to accept/reject the MIPR. The MIPR acceptance/rejection is forwarded to CCSS/GSWKLD for posting and to create the obligation requests to update the CCSS financial files as appropriate. Detailed program data will be forwarded from SAMS to LIDB Discoverer and the MA's RM to track program execution.
  - (3). Current manual billing procedures and routing apply until the Logistics Modernization Program (LMP) is fielded. STANFINS will create the bill and transmit to CCSS financial for disbursement.

#### **Note**

#### **The bill is not transmitted to CCSS financial via AEPS**

- b. MIPR amendments will be created by the MSC and accepted/rejected by the MA. The MIPR can be amended by the MSC throughout the period of performance.
- c. Frequent MIPR/work order reconciliation will be done between the MAC and RM. At a minimum, this data will be reviewed with MSC POCs quarterly.
- d. Annually each MSC will provide MIPR year-end closeout procedures utilizing HQAMC guidance.

## Chapter 4

### National Workload Plan Development and Validation

#### 4-1. Scope

This chapter outlines the Army's NMP development process for the budget year (current year+2) and validation of the apportionment year (current year+1) for final adjustments prior to the year of execution.

#### 4-2. General

The program development process is used by NMP to forecast future non-depot maintenance requirements, and identify maintenance activities that will repair NMP components to be returned to the supply system. The plan is developed using repair requirements and standards provided by the AMC MSCs, cost data provided by the SORs, and SOR reimbursable labor rates provided by the AMC G-8.

#### 4-3. National Repair Requirements Process

a. The AMC MSCs will develop the NMP repair requirements forecast (budget and apportionment), using RDES and other data available to the item managers through Commodity Command Standard System (CCSS)/Logistics Modernization Program (LMP).

b. Budget year. HQ AMC G8, Program Objective Memorandum (POM) Army Working Capital funding (AWCF) will be the guidance that the MSCs will follow to post to GS Workload their budget year requirements forecast. This memorandum normally comes out in the November timeframe with suspense for inputting NMP workload by NIIN, quantity required, production schedule, and source of repair (SOR) NLT 31 Jan. AMC MSCs will extract from DMOPS MDMS the budget year NMP repair requirements and forward them to NLCO-Bragg for consolidation no later than 15 Feb. NLCO-Bragg will combine MSCs budget year requirements into a single draft AMC NMP plan and forward to HQ AMC NMD, NLT 1 MAR. NMD will coordinate the plan with MACOM/IMA prior to releasing the approved budget year NMP workload plan. The plan will be formally forwarded to the MACOM/IMA NLT 31 MAR in order to meet the mandatory 18 month notification. Table 4-1 has the budget year validation process and timeline.

**Table 4-1. Budget Year Time Line**

Sequence Number	Tasks	Subtasks	Action	Start Date	Finish Date	Remarks
1	Develop the NMP Repair Requirements forecast, using RDES and other data available through Commodity Command Standard System (CCSS)/Logistics Modernization Program (LMP).	a. Develop Requirements Forecast IAW HQ AMC G8, Program Objective Memorandum (POM) Army Working Capital Fund (AWCF) Instructions. b. Post to GS(or LMP) Workload IAW G8 POM Memorandum.	MSCs	NOV		Minimum data elements required: NIIN, quantity required, production schedule, repair standard, and source of repair.
2	Input provided for POM process.	a. MSCs input GSWKLD data into MDMS. b. Validate the POM build data by reevaluating the repair program based on the most up-to-date data. c. Ensure program lines are correct and repair quantities are consistent with national requirements, this includes adding and deleting lines as applicable.	MSCs		NLT 31 JAN	
3	Budget Year data extracted and validated	a. NLCO-Bragg pulls budget year data from DMOPS. b. NLCO-Bragg and MSCs validate budget year data	NLCO-Bragg and MSCs		NLT 15 FEB	
4	Draft Budget Year Workload Plan	NLCO-Bragg forward consolidated plan to NMD	NLCO-Bragg		NLT 1 MAR	
5	Budget Year Plan Published	HQ AMC G3 publish approved Budget Year Plan to MACOM/IMA (18 Month notice)	NMD		31 MAR	

c. Apportionment year. The Non-Depot Level Maintenance Budget year NMP workload previously awarded during the POM build will be validated in the year prior to execution. Validation is a process of reevaluating the repair program based on the most up-to-date data available to determine if lines in the program are correct, and repair quantities associated with those lines are consistent with national requirements. AMC MSCs will review all programmed lines to determine if repair requirements are still valid. This includes adding lines not previously designated, and deleting lines where a maintenance program is no longer required. Table 4-2 has the apportionment year process and timeline.

**Table 4-2. Apportionment Year Validation Time Line**

Sequence Number	Tasks	Subtasks	Action	Calendar days	Start Date	Finish Date	Remarks
1	Plan development strategy & publish repair requirement projection and SOR selection guidance.	a. Prepare and staff HQAMC guidance memo. b. Prepare enclosures to memo (if required) c. Publish	HQAMC NMD, NLCO, and MSCs	30	1 FEB	28 FEB	Provide format for all MSCs' workload submissions, Issue Workload assignment guidance to facilitate MSC SOR selection recommendations.
2	MSCs compile requirement	a. Requirements determination b. MSCs select SOR/Theater	MSCs	30	2 MAR	1 APR	
3	MSC develop CIRs.	MSC prepares initial spreadsheets and feed into Access Data Base (if using).	MSCs	13	2 APR	15 APR	If using Access database, download catalog, I&S, and Unserv Credit files from LIDB and import as tables in Access data base. Update spreadsheet with catalog, I&S, and Unserv Credit updates.
4	1st CIR	a. MSC to SORs b. SORs respond to MSCs within timeframe. c. Capture SOR produced repair cost data.	MSCs and SORs	30	15 APR	15 MAY	CIRs are routed directly from MSCs to the SORs, with copy furnished the IMA Regional offices. MSCs should provide copies of the repair standards to the SORs prior to the CIR distribution or there will be a delay. Response comes directly back to the MSCs from MACOMs (OCONUS) and with copy furnished the IMA HQs and Regional offices (CONUS). MSC loads the information into the draft plan database as the CIRs come in.
5	Produce draft plan (1st Draft)	Publish 1st Draft plan	NLCO-Bragg & MSCs	3	15 MAY	18 MAY	NMD needs estimated plan cost to provide to the G-8 at about this time. This is a coordinated MSC/NLCO-Bragg action (NLCO-Bragg integrate MSCs draft plans).
6	2nd CIR	a. Select SORs for turn back work IAW NMD guidance. b. 2nd CIR published c. Respond to 2nd CIR d. Capture SOR produced repair cost data.	MSCs and SORs	45	16 MAY	30 JUN	Same process as for 1st CIR
7	Produce draft plan (2nd Draft)	a. Update plan with AMC G-8 provided labor rates b. Publish 2nd draft plan (if required)	NLCO-Bragg & MSCs	10	31 JUN	10 JUL	This is a coordinated MSC/NLCO-Bragg action (NLCO-Bragg integrate MSCs draft plans).
8	Work remaining unassigned lines (3rd CIR)	Publish and receive responses to follow-on CIRs.	MSCs & SORs	30	15 JUN	30 JUL	
9	Coordinate plan w/ MACOMs & IMA	Identify & resolve the issues	ALL	14	12 JUL	29 JUL	

10	Finalize plan	a. MSCs forward Final Draft Plan to NLCO-Bragg. b. Notify AMC MSCs and MACOMs that changes to the plan are frozen. c. Complete integration of MSCs draft plans, process (validate) catalog, I&S, and Unserv Credit updates.	NLCO-Bragg & MSCs	5	29 JUL	4 AUG	
11	Publish plan	a. Send FY05 plan to NMD.	NLCO-Bragg	1	5 AUG	5 AUG	Plan approval authority (G3 )
		b. Staff the plan in HQAMC and sign.	HQAMC NMD	25	6 AUG	1 SEP	
		c. Distribute signed plan to AMC MSCs, IMA, and MACOMs.	HQAMC NMD	1	1 SEP	1 SEP	
12	MSCs load plan into BD WKLD		MSCs	30	1 SEP	30 SEP	
13	Plan changes documented with WLCR in BD WKLD		MSCs		1 SEP	TBD	

#### 4-4. Source of Repair (SOR) Selection Process

SOR selection will be made consistent with the Army's need to perform non-depot component repairs to meet the army's sustainment readiness needs, and to stabilize the workforce at the repair sites. Guidance for SOR selection will be established and published by NMD prior to the start of the selection process for plan development / validation. The procedures described in this section apply to the CONUS repair activity selection process. OCONUS requirements will be satisfied to the extent practical at OCONUS repair activities within each theater.

a. Responsibilities.

(1). AMC G3, Director of Maintenance Management, National Maintenance Division (NMD) is the final approval authority for SOR selection.

(2). MACOM/IMA will recommend the maintenance activity source of repair based on past repair history and coordination with the prospective SOR. Twelve months prior to the start of a FY the MACOM/IMA will provide formal written notification to HQ AMC of any maintenance activities that will not be participating in NMP in future years. Absent notification, current SORs in the NMP are assumed to be a participant for workload plan development.

(3). Maintenance activities will submit responses to Cost Information Requests (CIRs) to the requesting AMC MSC. CONUS SORs will provide courtesy copy to HQ IMA and respective IMA RO on all submissions.

b. Steps in the MSC SOR selection process:

(1). Determine that a new source of repair is required.

(2). Identify SORs that can be work loaded.

(3). The MSC reviews all available data on the NIIN being worked. If the information available is sufficient for a tentative SOR selection, the MSC will send a Cost Information Request (CIR) (Figure 4-1) to the selected maintenance activity. If the information available does not allow for a selection of SOR, the MSC will send a CIR to all eligible maintenance activities. The routing of the CIR will be as coordinated between the appropriate IMA HQ and HQAMC.

(4). The maintenance activities will complete the CIR as instructed, and return the information to the MSC using the same routing as the CIR request (CONUS MA will provide courtesy copies to their respective IMA regional office and HQs IMA).

(5). The MSC upon receiving CIR responses, will analyze the data using criteria in paragraph 4-4.c. below

c. SOR selection criteria. The source of repair (SOR) selection process is designed to meet the Army sustainment readiness needs while at the same time obtaining the best value for the Army. Repair cost is only one factor being considered.

(1). Screening Criteria. The MAs must meet the screening criteria to be eligible to repair NMP components for return to the national supply system. The MA must:

(a). Have met the minimum requirements for participation in NMP, i.e., ISO compliant, and capable of providing automated data feeds to Logistics Integrated Data Base-Maintenance Module (LIDB-MM) IAW Chapter 7 of the NMP Business Process Manual.

- (b). Be capable of repairing the item (has manpower in the requisite skills as well as required facilities, tools, and test and diagnostic equipment) as required by the national standard.
- (c). Have the capacity to accomplish the plan goal.
- (d). Be associated with an AWCf-SMA Supply Support Activity (SSA) that has the storage capacity to stock these assets (both serviceable and unserviceable).
- (e). Have an approved reimbursable rate.
- (f). If SOR does not have technical certification to perform repair, then the MSC must provide a conditional technical certification IAW Chapter 6 of this manual, or the SOR must have an approved SRA on file.
- (g). Have a UIC and DODAAC valid in the LOGSA files.
- (2). Evaluation Criteria. Below are the criteria used to make SOR selection decisions. The criteria may be prioritized in the NMD guidance memorandum.
  - (a). MA has proven repair history.
  - (b). Installation generates a large proportionate share of total Army demands for the NIIN.
  - (c). MA offers the best overall value compared to other MAs (i.e., washout rates, , certified quality failures, and average hours and parts costs experienced). Costs provided appear to be reasonable in relation to historical data. Washout rates should generally not exceed 50 percent of jobs worked.
  - (d). MA Installation is capable of packaging requirements IAW established standards. Items repaired and returned to the AWCf-SMA account are available for worldwide distribution.
  - (e). The MSC and/or IMA recommend the maintenance activity.
  - (f). Is technically certified by the AMC MSC to repair to the National Maintenance standards.
- d. Workload Assignment
  - (1). AMC MSC will make the workload assignments in concert with MACOM/IMA on MSC workload distribution recommendations based on the criteria listed in paragraph 4.4c above.
  - (2). Recommended workloads will be reviewed with the MACOM/IMA and changes/adjustments will be made to the SOR selection as required. The estimated costs, man-hours, and quantities on the NMP program will be extracted from CIR or actual workload history data in CCSS GSWKLD and LIDB-MM.
  - (3). The AMC NMD will review and provide the AMC G-3 approved workload forecast to the AMC MSCs and IMA. The AMC MSCs will input the approved plan in the required format into the CCSS General Support Workload (GSWKLD)/LMP Non-Depot Workload.
- e. Quality Assurance.
  - (1). Maintenance activities must have an ISO quality system documented and implemented IAW Chapter 6 of this manual in order to participate in the National Maintenance Program.
  - (2). Technical certification will occur IAW Chapter 6 of this manual.

#### **4-5. Cost Information Request (CIR)**

The CIR is a data-gathering tool used to obtain information needed to evaluate potential MAs and to capture repair cost information. CIRs will be sent to the MA, with a copy furnished their respective regional office. The maintenance activities will accomplish any required coordination with their MACOM/IMA prior to responding to the MSC. Responses will be sent to the requesting MSC, with a copy furnished to respective regional office, with estimated costs to repair.

- a. MSCs will prepare and distribute a CIR in the following circumstances:
  - (1). Updated cost data is needed by the MSCs for continuing NMP lines as a basis for MIPR development.
  - (2). New lines are identified during execution, validation, and POM years.
  - (3). Repair standard change will result in a cost adjustment
- b. Preparing the CIR.
  - (1). Instructions. MSCs will initiate the CIR process by preparing a requirement/invitation (as applicable) for the maintenance activities to provide cost data.
  - (2). The Maintenance Activity Chief (MAC) will return the completed CIRs to the MSC in the provided format, (see Figure 4-1). CIRs will only be accepted from the IMA designated MAC, unless an alternate Chief is designated by the MAC in writing to the MSC. Estimated average parts cost and hours to perform a single repair will be included in the CIR response. Costs provided will include packing and crating, and washout costs. Hours will be rounded to two decimal places. By responding to a CIR, the MA is telling the NMP community that they have the capability and capacity to perform the repairs, and that if offered the work, they will accept it.(on a reimbursable basis – add)
  - (3). Repair Standards. The MSC is responsible for identifying the standard to which the component is repaired and providing the repair standard documentation or access to an electronic copy. The MA is responsible for providing

cost information for repairs to the standard set forth by the AMC MSC. The required repair standard will be identified in the CIR request. Packaging instructions are outlined in Chapter 5 of this manual.

c. MSCs may challenge submissions that vary from the historic record by more than 25 percent. Data files residing in LIDB-MM may be used to evaluate the MA's capability to perform national level work on each NIIN being reviewed.

#### **4-6. Final Plan Assembly**

a. For both the budget year plan development and apportionment year validation effort, NLCO-Bragg will consolidate the MSC and repair activity inputs into a single national non-depot plan. The consolidated plan will be forwarded to NMD IAW format at Figure 4-2 for review and approval. Following are actions to be taken to assemble the plan.

(1). The AMC MSCs will develop and forward their input to the plan on an Excel spreadsheet in the format at Figure 4-2. This format includes all of the requirement data elements plus the SOR and repair cost. It is imperative that the maintenance activity designation displayed in the LIDB Maintenance Activity Reference Table be used precisely as entered in that table. Parts and hours will be rounded to one-hundredth of an hour (two places to the right of the decimal). The TMRC and the repair standard will also be included. To facilitate consolidation the MSCs should not deviate from the published format.

(2). NLCO-Bragg will consolidate the MSC input into a single NMD non-depot plan in the format at Figure 4-2. NLCO-Bragg will also enter the maintenance activity UIC, the MACOM/IMA region, the number of hours that constitute a work year for that maintenance activity, and whether or not the SOR is organic or contractor.

(3). Compute the Unit Funded Cost (UFC). NLCO-Bragg will multiply the hours for repair by the SOR labor rate to derive the labor costs. Using the AMC G-8 provided labor rates. NLCO-Bragg will compute the labor costs which are added to parts costs to derive the UFC.

(4). Compute the Program Data. NLCO-Bragg will multiply unit funded cost by the program quantity to derive the program data, which includes total parts costs, organic hours, organic labor, contractor hours and contractor labor. The hours are then divided by the hours per work year for the program SOR to derive the total number of spaces required for repair of the line.

(5). Check the data for accuracy. The MSC will perform the following checks on the data to ensure the most accurate product:

(a). Cost comparison. The UFC is compared to the catalog price of the item being repaired. Any repair above a designated ceiling will be double checked with the SOR, and if no error is found, the costs for repair will be presented to the AMC MSC so they can decide if they still want a repair program at that price.

(b). Quantity/split line checks. During initial program development, lines are reviewed to see if quantities on a split line justify retaining the split, or if quantities on a non-split line are now so large they require a split.

(c). Catalog questions. During the initial program development, lines are reviewed for catalog issues. Elements of catalog reviewed include unit price, MRC and AAC. Very low dollar value, MRC O, or Z, or AAC T items are generally not in the NMP plan. These issues are worked with item managers until they are resolved.

(d). Periodic catalog update. Since the process spans several months, periodic catalog updates will be required. These are reviewed to ensure no catalog changes adversely affect the program.

(6). Publish draft versions of the plan as directed by HQ AMC NMD. Distribution of draft plans will be as directed by NMD. This is usually done several times during plan development, before the final product is completed. As plan development progresses, the AMC MSCs and NLCO-Bragg will document changes, so that subsequent versions of the plan will be accompanied by comments indicating changes since the previous draft.

(7). Maintain an audit trail. AMC MSCs and NLCO-Bragg will maintain an audit trail on all actions throughout the development process. Any NIIN and quantity changes to the plan must be traceable back to an item manager. All cost data changes (parts and hours) must be traceable back to the SOR.

(8). NLCO-Bragg will perform analyses of the workload plan as requested by NMD. Information will be posted on an Army Knowledge Online (AKO) Knowledge Collaboration Center (KCC) "FY-XX Workload Plan Analysis".

b. NLCO-Bragg will publish the final plan in the format at Figure 4-2. Following HQ AMC G3 approval, the plan will be posted on the Army AKO.

#### **4-7. Plan Development Schedule**

Annually each AMC MSC will validate the apportionment year and build the program (POM) year plan for the non-depot workload plan on the following schedule:

- a. Budget Year Build (Current Year + 2) - October- December

- (1). December. MSCs provide input to POM process for GS repair plan for program year (POM).
- (2). January (next CY). MSCs post POM year requirements in MDMS by 31 January.
- (3). NLCO Bragg extracts POM year workload information from DMOPS.
- (4). March (next CY). AMC notifies MACOM/IMA of reimbursable spaces planned (aggregated at IMA level) for program year. This notification is not a guarantee of Work Year reimbursement.
- b. Apportionment Year Validation (Current Year + 1)
  - (1). February- March. MSCs prepare/update candidate NIIN listings considering GS WORKLOAD plan currently loaded. Request CIRs from Maintenance Activities for development of the workload plan.
  - (2). April. National Workload Conference conducted which addresses current year production and apportionment year planned production.
  - (3). August. IMA provides apportionment year labor rates to HQ, AMC G-8 by 1 August. The AMC G-3 approves and NMD distributes the NMP Workload plan to IMA and MSCs.
  - (5). September. MSCs conduct plan cost variance analysis for price and credit purposes. Report information to HQAMC RM.

**Figure 4-1. The Cost Information Request (CIR)**

										Required Production Schedule												Required SOR Input		
NIIN	SOS	End Item	Unit Price	MRC	AAC	CIR SOR	Req'd Qty	NMWR Number	Convert To NIIN	Oct 03	Nov 03	Dec 03	Jan 04	Feb 04	Mar 04	Apr 04	May 04	Jun 04	Jul 04	Aug 04	Sep 04	Hours EA	Parts EA	Remarks
014396664	AKZ	HMMWV	\$6,829.00	H	D	DOL-CL	96	9-2815-274	N/A	3	9	9	9	9	9	9	9	9	9	9	3			
012313672	AKZ	HMMWV	\$6,675.00	H	V	DOL-CL	300	9-2815-273	013147940	15	27	27	27	27	27	27	27	27	27	27	15			
013147940	AKZ	HMMWV	\$6,829.00	H	D	DOL-CL	338	9-2815-273	N/A	14	31	31	31	31	31	31	31	31	31	31	14			
011612136	AKZ	HMMWV	\$2,231.00	H	C	DOL-CL	527	9-2520-581	N/A	24	48	48	48	48	48	48	48	48	48	48	23			

#### Notes

1. By submitting cost estimates on this worksheet for a particular NIIN the repair activity is certifying that they have the required TMDE, shop space, storage space, and available trained workforce in the amount required to produce the plan quantity.
2. All costs provided should be what is required to repair one "each" (not an extended cost).
3. Estimated parts and man-hours should include the cost of packing and crating, and washout costs.

**Figure 4-2. The Plan (Page 1)**

The “Read Me” page (page 1 of The Plan) contains information pertinent to the Workload Plan.

Source of data: AMDF, Jun 03

Version number, DTG

Changes from earlier version

Other info

Catalog Data										
SOS	MATCAT	AAC	MRC		Unit Price	Unserv Credit	Nomenclature	NSN	Prime	NIIN
AKZ	K21N5	C	H	H	\$2,231.00	\$972.00	Transmission, Hydraulic	2520011612136	011612136	011612136
B14	M21JE	D	H	H	\$1,468.00	\$734.00	Brake Assembly	1015011803512	011803512	011803512
B16	G21VR	C	H	H	\$1,910.00	\$1,158.00	Distribution Box	6110010510178	010510178	010510178
B16	G21RU	D	H	H	\$1,893.00	\$1,277.00	Network, Impedance M	5915004316717	004316717	004316717
B17	H21BK	C	D	D	\$185,749.00	\$104,953.00	Head, Rotary Wing	1615013914398	013914398	013914398

**NOTES**

1. Catalog data extracted from LIDB catalog files. MSC will cite month used for this data in "Read Me" page.
2. Support Unit Identification Code (SUIC)
3. IMA RO = NERO, SERO, NWRO, SWRO, PARO, EURO, KORO; MACOM = ARNG
4. Requirement for the FY.

MA INFO				PLAN QTY		UNIT FUNDED INFO				
MA	SUIC	IMA RO or MACOM	Theater	Req'd Qty	Funded Qty	Cost Source	Est Parts (EA)	Est MHs (EA)	Labor EA	UFC
DOL_HD	WOVC15	SWRO	CONUS	516	0	CIR Response	\$719.58	8.0	\$238.09	\$957.67
GS_MAV	W1KKA2	EURO	USAREUR	30	0	CIR Response	\$150.00	12.0	\$267.25	\$417.25
DOL_SL	WVGAA	SWRO	CONUS	36	0	CIR Response	\$1,160.00	8.0	\$286.89	\$1,446.89
DOL_CN	WOVN11	NWRO	CONUS	150	0	CIR Response	\$254.00	3.5	\$133.57	\$387.57
CHARF	WDCVAA	KORO	8th Army	10	0	AMCOM	\$88,675.00	145.0	\$5,800.01	\$94,475.01

Figure 4-2. The Plan (Page 2)

Organic Labor Info			Contract Labor Info			Total Costs						
Hours	Labor	Spaces	Hours	Labor	Spaces	Labor	Parts	Total Costs	Reimburs Rate	Contract or Organic	Space Divisor	TMRC
4128.0	\$122,851.86	2.6	0.0	\$0.00	0.0	\$122,851.86	\$371,303.28	\$494,155.14	\$29.76	ORG	1565	P
360.0	\$8,017.35	0.2	0.0	\$0.00	0.0	\$8,017.35	\$4,500.00	\$12,517.35	\$22.27	ORG	1500	P
0.0	\$0.00	0.0	288.0	\$10,327.86	0.2	\$10,327.86	\$41,760.00	\$52,087.86	\$35.86	CONT	1803	T
0.0	\$0.00	0.0	525.0	\$20,034.75	0.3	\$20,034.75	\$38,100.00	\$58,134.75	\$38.16	CONT	1740	V
0.0	\$0.00	0.0	1450.0	\$58,000.05	0.8	\$58,000.05	\$886,750.00	\$944,750.05	\$40.00	CONT	1740	T

	Production Schedule												Repair Standard	
	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	NMWR Number	Convert To NIIN
MA - Clear														
Fort Hood DOL	23	47	47	47	47	47	47	47	47	47	47	23	9-2520-581	N/A
GS Maint Activity Vilseck	0	2	3	3	3	3	3	3	3	3	3	1	TM	N/A
Fort Sill DOL	3	3	3	3	3	3	3	3	3	3	3	3	TM	N/A
Fort Carson DOL	13	13	13	13	13	13	12	12	12	12	12	12	TM	004316718
Camp Humphries AVN Repair Facility	2	2	2	2	2	0	0	0	0	0	0	0	DMWR/AED	N/A

## Chapter 5

### Workload Production and Maintenance Management

#### 5-1. Scope

This chapter discusses NMP production functions and provides procedures for executing the NMP program during the year of execution.

#### 5-2. General

The NMP production procedures outlined in this chapter apply to all non-depot maintenance activities that are repairing and returning NMP components to the AWCF-SMA SSA. These procedures ensure that the Army has a standard process for management of NMP repair requirements during the year of execution. It provides clear instructions for effecting NMP repair requirements; production performance, maintenance management, packaging, quality, line stoppers, parts, and reports among MACOM/IMA ROs designated maintenance activities.

#### 5-3. Management Roles and Responsibilities

This section outlines management responsibilities as follows:

- a. Army Materiel Command. The Army Materiel Command (AMC), National Maintenance Division, IAW HQDA ODCS G-4 policies, and under the direction of the Director of Maintenance Management, AMC Deputy Chief of Staff for Operations, G-3 (DCSOPS, G3), is responsible for the overall management of NMP, developing strategic plans, operational procedures, and management oversight of the NMP production execution. The National Maintenance Division coordinates all actions at the Department of Army, MACOM and Installation Management Agency (IMA) levels.
- b. MACOM/IMA Regional Office (RO). MACOM/IMA ROs are responsible for the non-depot level maintenance activities participating in the NMP repair programs (organic and contractor) within their commands. They will participate in workload execution reviews and when necessary, assist HQ AMC in adjudicating issues elevated by subordinate activities. They will also ensure that MIPRs received from the AMC MSCs are not exceeded for any reason with respect to quantity and dollars.
- c. AMC Major Subordinate Commands (MSC). AMC MSCs are responsible for the NMP workload planning and execution involving AMC organic and contractor depot and non-depot maintenance activities. The MSCs will coordinate and develop all out-year component repair requirements and submit final plans to NLCO-Bragg for integration. The MSCs will manage the non-depot workload using the GS Workload Module in CCSS or the below depot planning process in Logistics Modernization Program (LMP). The MSCs will fund the maintenance activities using an electronic MIPR. The MSCs will assist the MA in providing the required quantity of unserviceable assets to meet the program quantity and resolve any shortfalls that impact planned workload. MSCs are responsible for processing programmed and un-programmed repair requirements.
- d. National Logistics Coordination Office – Bragg (NLCO-Bragg). NLCO-Bragg is the primary NMP organization responsible to provide national maintenance analytical support to HQ AMC G3, MSCs and other organizations as required. NLCO-Bragg will maintain an overview of NMP workload plans; consolidate, integrate and standardize reports and workload plans; conduct program reviews and analysis; adjust monthly schedules; assist in resolving production problems; and provide direct coordination between AMC MSCs, MACOM/IMA ROs, other NLCOs, NLQO and maintenance activities during the year of execution.
- e. NLCOs-Europe. Coordinate work loading of maintenance activities within USAREUR. Reports will be forwarded as requested to NLCO-Bragg for national reporting and management review.
- f. Maintenance Activities Chiefs (MACs). MACs are responsible for internal management of their maintenance shops. MACs will submit monthly status reports, until such time the automation systems changes are in place that can generate the required reports. The maintenance activity (MA) is reimbursed by the AMC MSC for the cost to repair/overhaul the FLR/DLR component to the prescribed standard. The MA will open work orders for items belonging to the AWCF-SMA with a quantity of one (1) each, using the highest issue priority designator consistent with the urgency of need expressed by the customer (MSC Item Manager) and IAW AR 750-1. MAs will be responsible for complying with the Quality Management requirements identified in Chapter 6 of this manual.

#### 5-4. Production Management

The products of the Production Review Process are provided to AMC NMP Leadership, AMC MSCs Leadership and their Item Managers, and MACOM/IMA NMP Points of Contact.

- a. NLCO-Bragg will coordinate, evaluate, and interpret logistical information to ensure NMP is adequately supporting the Army AWCF-SMA supply system. NLCO-Bragg will monitor national production. NLCO-Bragg will

track such factors as cost, backlog, and emphasize management by exception to ensure maximum response and value are derived from mission critical requirements. Maintenance activity repair response times are monitored to ensure all MSC reparable items are fully supported and meet the production plan quantity and schedule within projected costs.

b. Maintenance Expenditure Limit (MEL) - The (MEL) for NIINs repaired in the National Maintenance Program is established at 80% of the serviceable credit value as recorded in the Army Master Data File (AMDF) for items repaired to TM standards and 100% of the serviceable credit value as recorded in the AMDF for items being repaired to NMWR/DMWR standard. For the small population of national lines with zero serviceable credit the item manager/MSC NMP office will provide the MEL, via E-mail, to NLCO-Bragg and the pertinent source(s) of repair. Requests for waiver to exceed the MEL will be made through the Army Electronic Product Support (AEPS) web site, NMP e-desk. At the NMP e-desk, click on “Maintenance Expenditure Limits (MEL)”.

c. Review & Analysis – Annual maintenance activity repair performance will be based on the repair performance from the most recent twelve-month period specified by NLCO-Bragg. Maintenance activity performance standards are based on NMP component repair costs and man-hours expended during repair tasks on all completed work orders. The maintenance automated management systems and production reports submitted by the SOR will be used to compute performance metrics for each maintenance activity on a monthly basis using year-to-date completed work orders. Actual performance, by component, will be compared to the planned performance for each maintenance activity. Performance will be analyzed by NLCO-Bragg and posted to an AKO KCC by the 20<sup>th</sup> of each month. NLCO-Bragg will forward copy to MSC NMP office.

d. National Production Review - The National Production Review (NPR) is a process whereby the HQAMC, National Maintenance Division reviews the progress of the current FY Workload Program and updates senior leadership as required.

(1). The NPR will provide an overview of the workload plan for that period and any schedule adjustments necessary for the next period. MACOM/IMA and MSC agenda topics will be provided to AMC NLT 7 working days prior to the review. NLCO-Bragg will consolidate the data, format, analyze, and present conclusions with recommendations during the National Production Review.

(2). National Production Reviews are conducted once a year during June at a designated meeting location. Key participants are the HQAMC National Maintenance Division, (to include IMRs and NLCOs), MACOM/IMA representatives, and AMC MSC representatives. As a minimum, the reviews will address:

(a). The June review will be a NIIN by NIIN review/reconciliation of current FY production through the designated date with adjustments to workload quantities and resources. The NIIN by NIIN reviews will produce Year End closeout reconciliation and carryover identification and, changes to the current workload quantities and costs as necessary.

(b). Additionally, the review will address production performance issues and provide a forum to resolve MACOM/IMA and MSC concerns. The format to be used for the NIIN by NIIN reviews is provided in Figure 5-1 of this manual. NLCO Bragg will initiate the data call, with instructions, to the SORs in this format and provide the consolidated responses to the MSCs prior to each Production Review Conference.

e. Production Problem Resolution Process – NLCO-Bragg will analyze all MA performance reports in coordination with the MACs and supporting NLCO/IMR. Problems will be resolved at the lowest level possible. Conflicting issues between the MA and NLCO-Bragg will be worked with the MACOM/IMA RO, MSC or elevated to HQ AMC for resolution, as required. The following actions are required, but not limited to, as part of that analysis:

- (1). Production, quantity, man-hours, funds, work in process, and washouts.
- (2). Program status for each SOS by NIIN.
- (3). Proposed program adjustments.

f. End of Year Close Out - AMC will initiate a data call during the month of August prior to the end of the FY. Responses will be sent to the respective AMC MSCs with copies furnished to NLCO-Bragg. The data will be used to identify those items and quantities that will be in process of repair as the current FY ends and the new FY begins. Work orders billed to the current FY MIPRs must be opened no later than 30 September and completed no later than 31 December. The data call will also provide instructions for the start up of the new FY repair program. Detailed requirements are provided in Figure 5-2 of this manual.

## **5-5. Production Reports**

a. Each maintenance activity will submit monthly reports, compiled from LIDB-MM Web Discoverer that will be analyzed and consolidated into monthly national reports by NLCO-Bragg (Reference Figure 5-3 through 5-5). NLCO-Bragg will conduct the analysis of the reports and coordinate with the MA for additional data and information when needed. NLCO-Bragg will provide the following reports:

(1). Monthly Production Spreadsheet Reports via posting to the AKO KCC (NMP FY-XX Production Reports). (Reference Figure 5-3) The reports will consist of:

- (a) National Production charts illustrating quantity, cost and labor.
  - (b) MACOM/IMA production charts illustrating quantity, cost and labor.
  - (c) SOS production charts illustrating quantity, cost and labor.
  - (d) SOR production charts illustrating quantity, cost and labor (as requested by NMD). NIIN production charts illustrating quantity, cost and labor (as requested by NMD).
  - (e) Maintenance-to-maintenance actions shall be analyzed by NLCO-Bragg. These actions have a direct impact on unserviceable returns, credit and pricing process, and production schedules.
- (2). NMP Earned Value Management System (EVMS), (Reference Figure 5-4). EVMS charts will be provided to AMC MSCs for categories as identified in 5-5(1) a-d above.
- (3). In order to ensure accuracy and consistency of the worldwide data pull, the required data will be pulled from LIDB on the 5<sup>th</sup> of each month or the next duty day if the 5<sup>th</sup> falls on a weekend or holiday. Timelines for the reports are found in Figure 5-5.
- b. The MAC will verify the information in the reports by reconciling the LIDB data with information shown in the SOR legacy systems and annual quantities with quantities shown in authorization documents. Errors found in legacy systems data must be corrected in LIDB utilizing the WON edit process. The SOR will conduct a detailed analysis including data/statistics and remarks to address the following:
- (1). Actual quantities repaired did not meet the planned quantities.
  - (2). High wash out rate, line stoppers, supply constraints, funding constraints, and changes in capacity and/or capability.
  - (3). Man-hours - Reasons and impact of man-hours above or below the performance standard for quantities actually completed. The average man-hours to repair in the aggregate and for specific problem NIINs, condition of unserviceable items received, capability/capacity, and any other issues that affected man-hours, will be addressed. Impacts will address issues such as need to reduce planned quantities to repair, increase the workload allocations, and surge.
  - (4). Production Costs - Reasons and impact of production costs above or below the performance standard for quantities actually completed. The average cost to repair in the aggregate and for specific problem NIINs, increases in labor rates, and increases in parts costs will be addressed.
  - (5). Corrective Actions - MA will report and/or recommend corrective actions to NLCO-Bragg.

## 5-6. Workload and Production Schedule Adjustments

It is recognized requirements may change during the year of execution due to a variety of reasons (i.e. implementation of national maintenance standards, net asset posture, availability of repair parts, low unserviceable return rate, force modernization change, obsolescence, operational tempo changes, deployments, etc.). MACOM/IMA RO or maintenance activity initiated changes will be considered for changes in capability, capacity, or other compelling reasons.

- a. Procedures for submissions of Non-Depot Workload Plan changes are at Figure 5-6.
- b. The IMRs/NLCO-Europe will assist the MACs in coordinating changes to the workload or schedule with the appropriate MSC. MSC initiated changes will be considered to meet immediate readiness requirements, or to preclude repairing to excess. All AMC MSC initiated changes will incorporate the statement that resources for the change proposal are within programmed dollars.
- c. Initiators will submit Workload Change Requests (WLCRs) in accordance with the procedures outlined in Figure 5-6.

## 5-7. Emergency Workload Changes

Emergencies are defined as complex adverse conditions affecting the national maintenance manager's capability to continue executing program requirements. Natural disasters, national emergencies, or catastrophic conditions affecting the SOR's ability to execute program production requirements for more than 15 working days necessitates emergency workload and production changes. Commanders or designated representative responsible for the Installation Maintenance Activities, or AMC MSC Commanders or designated representative are authorized to declare emergencies as defined above. Examples of emergencies are: loss of repair capability, AMC MSCs identification of conditions that adversely affect the national readiness and operational capability of weapon systems, or pose threats to the military survivability in theaters of operation; or military safety during peace time OPTEMPO. These types of changes will be addressed immediately and only to meet national readiness requirements, on case-by-case basis.

- a. The process in Figure 5-6 will be followed.
- b. The initiator must add the words "Emergency Request" at the top of the request to support immediate processing.

**Note**  
**Emergency change requests identified by sources of repair (SOR)**  
**will be submitted by the Installation DOL**

- c. Coordinate with HQAMC RM for funding exceeding AMC MSC Funding Authorization Document (FAD).
- d. Essential coordination will be conducted to respond to emergency change requests.
- e. Upon approval of emergency workload changes, MSCs will update GSWKLD and initiate MIPR amendments as required. CCSS/ LMP will generate a transaction to update the MWF. The appropriate NLCO will complete final coordination with the MA and supporting IMR. Actions taken to satisfy an emergency workload change will remain in effect until the emergency is resolved.

#### **5-8. Data Management**

MACs will use Type Maintenance Request Codes to facilitate tracking, management reports, and reimbursement of AWC/SMA repairs. Paragraph 7-5.b. of this manual provides a description of these codes. Chapter 7 also contains other NMP automation system information.

#### **5-9. Maintenance Management**

- a. The MSCs will:
  - (1). Cross-level workloads or unserviceable assets between MACOM/IMA RO maintenance activities to meet critical system or equipment availability, unit readiness requirements, time constraints, and cost requirements and to optimize the use of NMP resources.
  - (2). Coordinate exception management work loading deemed critical for equipment readiness, unit deployment and other mission requirements for all NMP maintenance activities.
  - (3). Identify and implement solutions to maintenance, supply, transportation, and training asset shortfalls and requirements.
- b. The MAC will stop the repair program when the authorized quantity or funding on the MIPR by NIIN is attained.

#### **5-10. Repair Standards**

- a. The maintenance activity will be responsible for repairing to the standard set forth by the AMC MSC. When an AMC MSC has identified, validated, and funded, the work requirement for an NMP component, the national standard will become the standard of repair. The Maintenance Activity (MA) will be technically certified as described in Chapter 6 of this manual. NMWRs will be available via NMP E-Desk or link on the Army Electronic Product Support (AEPS) at the National Maintenance Repair Standard Repository. Exception to this policy is AMCOM will provide in CD format to SOR. Conversion program processes will be identified in the national standard.
- b. Changes to the repair standard during the year of execution will be processed on a WLCR initiated by the responsible AMC MSC.

#### **5-11. Deviation/Waiver (D/W) Process**

D/Ws are requests for authorization to change a process within the current repair procedures for those Qualified National Providers (QNP)s repairing to a National Standard. D/Ws are limited exceptions to the repair process that allows a repair activity to continue production within the constraints of an approved D/W. D/Ws are processed on a case-by-case basis as submitted by the QNP. Approved D/Ws are only applicable to the repair activity submitting the request. The following process will be utilized.

- a. QNPs will utilize DD FORM 1694 for each D/W request (one D/W request for each form), with submittal either electronically or hard copy (via fax). Sample DD FORM 1694 and the instructions for completing the form are provided in Appendix E of this manual.
- b. QNPs will submit D/W requests directly to the appropriate MSC Weapon System Team Item/Maintenance Manager, with a copy furnished to the NLCO-Bragg and the MSC NMP office.
- c. The MSC will review and provide written approval/disapproval directly to the QNP submitting the D/W request within a maximum of 5 working days. Copies of the reply will be furnished to the NLCO-Bragg and the MSC NMP office. Approved D/Ws will allow production to continue within the MSC prescribed guidance.
- d. If the MSC determines the D/W is applicable to other QNPs repairing the same component, D/W information will be disseminated by the MSC to the appropriate IMR for those repair sites having a concurrent repair program.
- e. Maintenance activities will retain reference copies of approved D/Ws for a period of two years after they expire.

## **5-12. Maintenance Activity Quality Assurance and Technical Certification**

See Chapter 6 of this manual

## **5-13. Configuration Management**

Configuration standards are established by the respective MSC and published in the technical manual, NMWR, or Statement of Work for the component being repaired..

## **5-14. Supply Discrepancy Report (SDR)**

- a. Shipping or packaging discrepancies will be reported on SF 364, Supply Discrepancy Report (SDR) IAW AR 735-11-2 via the AEPS Electronic Deficiency Reporting System (EDRS). Shipping or packaging discrepancies attributable to the responsibility of the shipper will be reported by the receiving activity. SDRs will also be submitted when any unsatisfactory condition resulting from improper packaging which causes or renders the item, shipment, or package to be vulnerable to any loss, delay, or damage when the estimated or actual cost of correction exceeds \$100.
- b. When a SOR/QNP receives an item which has been damaged during shipping, is short required subcomponents, parts and/or assemblies, or is not what the documentation purports it to be, a Supply Discrepancy report will be submitted to the appropriate AMC Major Subordinate Command (MSC).
- c. The SOR/QNP will contact the item manager requesting guidance as to whether to induct the item into the repair/overhaul program. The item manager will have 10 working days to respond to the SOR/QNP. Should the item manager fail to advise the SOR/QNP, the SOR/QNP will report the item "Not Repairable this Station" (NRTS) and request disposition instructions.
- d. If the item manager directs the SOR/QNP to induct the item into the repair/overhaul program, all costs of repair to include shortages will be born by the National Maintenance Program. Once the repair/overhaul has been completed the item will be returned to the AWCF-SMA SSA for issue.

## **5-15. Production Line Stoppers**

- a. A line stopper is limited to a condition where repair parts unavailability has completely stopped production or repair of any national workload component. This condition exists only when a total work stoppage occurs because of a lack of parts (actual line stopper). Potential line stopper condition occurs when projected delivery of due-in repair parts from the supply system threatens to stop repair of any national workload component. An example of a potential line stopper is when the last available part is issued to the production line; replenishment requisitions have an ESD/EDD beyond the anticipated production line schedule; and the production line is at a complete stand still only because of these parts.
- b. The MA will ensure all local steps have been taken to obtain critical repair parts to include working with the local Logistics Assistance Office (LAO)/Logistics Assistance Representative (LAR) for resolution and assistance as required. The MA will contact the appropriate Source of Supply (SOS) for assistance and obtain status on line stopper items such as stock availability, contract delivery dates, and the possibility of accelerating deliveries to meet high priorities. It may become necessary to use local purchase authority in order to obtain needed items. When obtaining local purchase authority from the SOS item manager, request the contractor's name, address, telephone number, part number, cage number and unit price be provided.
- c. For DLA managed items, a request for assistance will be prepared by the MA and forwarded to the AMC MSC. The MSC will coordinate with appropriate DLA item manager. Request should include the following information as a minimum:
  - (1). Code 444, 555, or 777 in card column 62-64
  - (2). JCS Project Code in card column 57-59 for the National Repair Program
  - (3). NMCS/ANMCS code N or A in card column 62
  - (4). Priority designator 01-08 in card column 60-61 and/or
  - (5). Submitted a MILSTRIP request for improved ESD (DIC AFC), if applicable
- d. The MA is responsible for identifying all potential or actual line stoppers. Information obtained and copies of the line stopper report will be forwarded to the SOS via electronic media. Whenever a previously reported potential NSN has actually stopped the production line, MA personnel will take appropriate action to upgrade the priority of outstanding requisitions (PD 01-08) IAW AR 710-2 to a "line stopper".
- e. The MA will forward potential line stopper reports consisting of the work order number, NSN and nomenclature for the part, component and end item application, quantity required and the document number, which left the installation, to the MSC NMP office as required. Whenever a previously reported potential NSN has actually stopped the production line, MA personnel will take appropriate action to upgrade the priority of outstanding requisitions (PD 01-08) IAW AR 710-2 and notify the IMR immediately to upgrade the NSN to a "line stopper". The MA will send a copy of this line stopper request for assistance to NLCO-Bragg in a weekly report annotating the

REMARKS section with the date of notification and the name of the personnel notified. Electronic transfer (e-mail with attachment) followed by telephonic notification is the preferred method of receiving the line stopper report. This method expedites the passage of information without modification or addition to the appropriate level or resolution.

#### **5-16. Interim Serial Number Tracking Process**

a. Army transformation and DoD directives are providing direction on the use of Automatic Identification Technology (AIT) for serial number tracking and asset visibility. The specific use of 2D bar code, contact memory button (CMB) or Radio Frequency Identification (RFID) has not been directed and analysis is still under review. AR 750-1, Para 3-6.1 reads, "All end items and class IX reparable items (Army master data file (AMDF) price greater than \$1,000) with a maintenance repair code MRC of F, H, D, or L will have a permanent serial number affixed to that item." MSC repair programs will comply with this directive using data plates, engraving or other currently available tools.

b. The AMC MSC will identify a serial number POC to all MAs and NLCOs. The MA will enter the component serial number on DA Form 2407/5504 and in the maintenance system. The MA will establish a Serial Number logbook to record and track the assignment of MA unique serial numbers and location. For items that have an original serial number assigned, the MA will enter the original serial number on the DA Form 2407/5504 and enter it in to the maintenance automation system. Each MA will assign an individual and a back-up individual qualified to identify or establish serial numbers for national components repaired at each MA. If this individual does not physically enter the serial number into the STAMIS/non-STAMIS, a QA procedure will be developed to ensure the correct serial number is entered.

c. Serial number entries in SAMS 1, ARMMIS, and non-STAMIS maintenance management systems will be made per the STAMIS/non-STAMIS instructions. Serial number entries in SAMS-I/TDA for national components will be made in the "REMARKS" field with brackets on either side of the serial number with no spaces [e. g. SN8654B368]. The "SN" (enter "SN" once) will be in capital letters identifying to the national database that the following number is a serial number.

d. Marking Serial Numbers on Components: The MA will identify the location and coordinate the location of the marking with the appropriate AMC MSC POC prior to marking the serial number on any components. If there is more than one MA repairing the component, then the MA that is responsible for repairing the largest quantity of components will contact the AMC MSC POC who will determine the marking location.

(1). For items that do not have an original manufacturer serial number, the MA will establish a SN using the MA UIC and unique numbers from their serial number logbook. (Serial Number = Letters SN: MA UIC + XXXX). For Aviation items, the MA will contact the AMCOM Hotline at DSN 897- 2410, (256) 313 –2410, or e-mail: [DATA2410@redstone.army.mil](mailto:DATA2410@redstone.army.mil).

(2). If the serial number is not permanently affixed to the component, then the maintenance activity will engrave or stamp the serial number on the component. The marking will be located on the component where it can be easily read. (E.g., SN: W56HZV0006).

(3). The shipping container or packaging for the component will be marked with the component serial number. The repairing maintenance activity will ensure that only the serial number of the repaired components in the container appears on the outside of the container. All other serial numbers and remarking will be removed.

#### **5-17. Repair Program Component Markings**

a. Documentation will be included with the repaired component to provide the customer clear identification of the repairing maintenance activity. All documentation accompanying the item will be complete, legible, placed in the container or package, and include as a minimum:

(1). Serviceable Tag, DD Form 1574, attached to the component. All repaired NMP items will be returned to the AWCf-SMA SSA in Condition Coded 'A'.

(2). Oil Analysis Request Form, DA Form 2026, with results annotated. (If applicable)

(3). Maintenance Request Form, DA Form 2407 or 5504.

(4). Final Inspection Test Results appropriate to the item (e.g. Dynamometer, ERS) signed by the operator/QC. The signature or stamp of the final inspectors signifies that the product meets all final test requirements and is ready for issue.

(5). Component Removal and Repair/Overhaul Record DA Form 2410, other applicable records. (Selected aviation items only)

b. A label made of material suitable to the repaired component will be affixed to the component in a prominent location. Labels will be replaced each time the item is received for repair. Data plates or overhaul labels from depot level activities will not be removed. The labels will contain the following information:

(1). Name of the repairing MA - (e.g., DOL Ft Riley, KS, MIARNG, CSMS, DOL Ft Hood Aviation Maintenance Activity).

- (2). Calendar date Repaired
- (3). Work Order Number
- (4). National Stock Number/Part number that identifies the current configuration of the repaired component.
- (5). Serial Number of the repaired component
- (6). Repair Standard: NMWR, DMWR, SOW or TM

#### Note

**Label Exception – Labels will be included with the packaging if the component does not lend itself to a label of sufficient size or is an internal component. (E.g. CCAs). The deciding factor is whether or not the label interferes with the functionality of the component.**

### **5-18. Packaging, Crating, and Preservation Procedures**

This section identifies the preservation and packaging requirements for shipping items. AR 700-15 requires that materiel will be packaged to prevent damage and deterioration and to provide for efficient and economical handling. Weapons systems and equipment are preserved and packaged IAW Joint Regulation AR 700-15, MIL STD 2073-1, and requirements specified in ASTM-D 3951. The Army Materiel Command's MSC packaging specialist publishes Special Packaging Instructions (SPI). Additional guidelines are found in AMC-R 746-10.

a. Materiel that is repaired, as part of the NMP will be packaged in accordance with the Repair Authorization approved by the applicable MSC. If an item is repaired for the national inventory the item will be packaged and protected IAW the level of protection identified in Chapter 3, AR 700-15, Table 3-1 and MIL-STD 2073-1. The packaging data for the MIL-STD-2073-1 coded data can be found in the ARMY FEDLOG, AMDF Packaging Data Response screen for these items. If packaging data is not available for an item, the AMC Installation Supply Representative, appropriate MSC, or LOGSA PSCC will be contacted for instructions. Packaging POCs are available on the LOGSA web site. AMC will assist in coordinating packaging issues with PSCC and the AMC MSC.

b. The installation will identify the primary source of packaging support for the units assigned to the installation. The originating/owning installation/state is responsible for ensuring that components are properly packaged in accordance with AR 700-15 prior to shipment.

c. The MA is responsible for ensuring the serviceable component is properly packaged prior to shipment back to the AWCFSMA SSA. This will include the requirement to properly drain all lubricants and coolants, thoroughly clean, and adequately preserve the serviceable component. Repairing maintenance activity has the responsibility for the condition of the reusable container, and for repairing, as necessary, the container in accordance with the requirements of TB 9-289. This includes rust removal, corrosion prevention, spot painting, straightening surface, and repairing and replacing certain mandatory parts. Preservation of the repaired component includes cleaning and corrosion prevention, lubrication, and covering all openings where contaminants might enter the assembly. Local design of packaging for these shipments shall be in compliance with AR 700-15 and ASTM-D 3951. The MA is responsible to ensure that all Solid Wood Packing Material is in compliance with DoD 4140.1-M, Compliance for Defense Packaging: Phytosanitary Requirements for Solid Wood Packing Material (SWPM), the American Lumber Standard Committee, Inc. (ALSC), and the International Standards for Phytosanitary Measures. Developers of multi-use containers used to facilitate handling or consolidation of specific items for off-post shipment are required to submit design documentation and packing instructions to the SSF on-site representative. The AMC Installation Supply Representative (ISR) will coordinate, as appropriate, with the Logistics Support Activity (LOGSA) Packaging, Storage, and Containerization Center (PSCC) for review and approval with the appropriate MSC packaging office. A requirement for an item's reusable container and its closure instructions will not be waived.

d. Materiel in storage will be shipped in original unopened depot or vendor package. Reusable containers will accompany the item throughout its life cycle unless directed otherwise by the item manager. Unserviceable materiel shipped for repair will be preserved and packaged to prevent further deterioration. Reusable containers and closure instructions will not be waived. If materiel has been removed from original package, the level of protection identified in AR 700-15 and MIL-STD 2073-1 applies for CONUS shipments and on-post storage. Movement of materiel to an on-post activity for immediate use will be protected to prevent deterioration of the item. For OCONUS shipments, where the original package has been compromised, military preservation and level "A" pack applies in accordance with the requirements contained in FEDLOG. Materiel under 25 pounds and under 1 cubic foot can have a level "B" pack. If an item's original vendor or depot packaging must be upgraded at the time of receipt or shipment, the receiver or shipper can request reimbursement from the appropriate MSC on DD Form 1225 in accordance with AR 740-3, Care of Supplies in Storage. This process will not compromise required delivery date requirements.

e. Items that are, or consist of, hazardous materials and regulated for shipment by the Department of Transportation shall be prepared for shipment in accordance with Title 49, Code of Federal Regulations, Parts 100-180; International Maritime Dangerous Goods Code; International Civil Aviation Organization; Air Force Interservice

Manual 24-204/TM 38-250, Preparing Hazardous Materials for Military Air Shipments; AR 700-143, Packaging of Hazardous Material. Also, shipments of hazardous materials must comply with DOD 4500.9-R, Defense Transportation Regulation, Part II, Cargo.

f. All shipments, as a minimum, will be marked in accordance with MIL-STD-129, Military Marking. Special markings required by the MSC or the NMD will be applied, as required.

### **5-19. Surge, Maintenance Activity Realignment, and Deletion Procedures**

a. Surge management is a process whereby workload is increased or realigned in order to meet National Workload requirements. Items will be surged or realigned on an exception basis. If a line is identified as a candidate for surge or realignment, it will not necessarily be reassigned to another MA during the next workload planning cycle. If the same component continually requires surge or realignment, it may be re-assigned or split between the current MA and an alternate MA during the next workload planning cycle.

b. A national component will be considered for surge or realignment if a designated MA is unable to repair components at a rate that adequately supports the production schedule or readiness requirements. Items will not be candidates for surge or realignment unless one or more of the following criteria listed are met:

(1). The current maintenance activity has not demonstrated the ability to meet the production schedule when sufficient unserviceable assets are in maintenance and there are no historical line stoppers for the component.

(2). The MA requests and justifies the surge requirement.

(3). The MACOM/IMA RO has notified HQAMC NMD in writing that the MA will no longer be available to participate in the NMP for any reason provided.

(4). The MA has been disqualified IAW procedures in Chapter 6 of this manual.

c. Once the MSC identifies a surge or realignment candidate, the MA will be notified of the component(s) (NIIN and quantity) identified. The MA will provide feedback to the MSC about current MA status and the ability to internally surge to reduce the backlog for the NMP component. The MA will identify to the MSC any alternatives to adjust the production schedule without impacting any other NMP components repair schedule at the MA. The MA can recommend realignment of another NMP component they are designated to repair to an alternate MA. Considering the information provided by the MA, the MSC will decide the best course of action and take appropriate action to execute the procedures outlined in the workload and production schedule adjustments paragraph 5-6.

d. The AMC MSC will take the following actions:

(1). The MSC must adjust GSWKLD/ LMP non-depot repair programs to revise the MWF to suspend shipments to the designated or losing MA and adjust shipment of unserviceable assets to the selected surge MA. The MAs will turn in all unserviceable assets above their capability to the supporting installation AWCF-SMA SSA.

(2). The designated MA will transfer any OMA funded parts to the designated MA for the component(s) that have been surged or realigned, charging the AWCF-SMA MIPR of the MSC directing the realignment.

(3). Data Processing in AMC System and STAMIS – The losing MA will close as "cancel" the specified work orders. The proper cancellation codes, Z in SAMS, Z in SAMS-I/TDA, Z or Y in AMMMIS, will be entered in the automated system. Enter the work order completion date in the STAMIS. Monthly production reports will be modified to reflect quotas at both the designated MA and the alternate MA. Performance of repairs will be monitored on a monthly basis to ensure repair responsiveness.

e. Any adjustment to the workload requires a WLCR, approved IAW Para 5-6 and 5-7 and Figure 5-6 of this manual. As a minimum, the following actions must be taken:

(1). The MSC deleting the work will notify the appropriate MA not less than 60 days prior to the effective date of deletion. This notice will be in writing to the MA with a copy furnished to HQAMC NMD.

(2). The notice of deletion will include instructions for disposition of open work orders and repair parts on hand and on order for the applicable component repair.

(3). If the notice of deletion is issued less than 60 days prior to the effective date, the MSC will reimburse the MA for repair parts on hand or on requisition if the requisition cannot be cancelled with full refund of OMA funds.

(4). The MSC will adjust the MWF to stop shipments to the deleted MA and amend the applicable MIPR to adjust funding consistent with the change. The MSC will not reduce the current MIPR below the quantity of work orders completed plus any work in process against that MIPR.

(5). Complete action on open work orders and turn in applicable repair parts as directed by the MSC in a timely manner.

(6). The MA will complete processing of all open work orders and submit the final bill to the MSC.

f. An SOR withdrawing from the NMP program on its own volition will turn in to the supporting SSA OMA funded parts supporting NMP repair and receive AMDF credit. No additional credit from the AMC MSC will be provided.

Figure 5-1 NIIN by NIIN Production Review Format

**MA/Asset Identification**

1	2	3	4	5	6
SOS	MACOM/IMA REGION	MA- UIC	NIIN	TMRC	CONVERT "TO" NSN

**Current Plan/UFC Data**

7	8	9	10	11
CURRENT UFC MH	CURRENT UFC LABOR	CURRENT UFC PARTS	CURRENT UFC	CURRENT ANNUAL PLAN QTY

**SOR Production Data**

12	13	14	15	16	17	18	19	20	21	22
REC	RPD	WOUT	NRTS	MH EXPD	LABOR COST	PARTS COST	TOTAL PROD COST	SSA - on hand unser's	MA - WIP (with SAMS work order)	MA - in shop (w/o SAMS work order)

QTY Change Proposed			UFC Change Proposed						
23	24	25	26	27	28	29	30	31	
DEL PROG - INCR - DECR QTY	NRTS W/O LINE Y/N QTY=1 EA	NEW QTY	INCR - DECR - UFC	RVSD UFC	Parts cost	Labor cost	Man hours	Labor rate	
32	33	34	35						
WLCR pend - CONTROL #	Remarks	CHANGE IN PROGRAM MANHRS	CHANGE IN PROGRAM PARTS						

**Guidance for filling out columns for the NIIN by NIIN Production Review Format is as follows:**

1. Column 3 - If a repair location has multiple UIC's - sort by UIC and then by NIIN.
2. Column 5 - Completed for assets with TMRC of "R" and "V"
3. Column 6 - This is just a reminder to differentiate between the repair and conversion programs
4. Column 10 - UFC is here to verify all are using the same cost data if change previously requested.
5. Column 11 - Current authorized quantity is here to verify all use the same data if change previously requested.
6. Column 12 - Received
7. Column 14 - # of assets washed out i.e. cc=H
8. Column 15 - Assets NRTS'd (Not Repairable This Station) returned to depot
9. Column 20 - Unserviceables available at the SSA for repair.
10. Column 21 - Work in Process - in maintenance with an open work order.
11. Column 22 - Unserviceables in the maintenance shop with out a work order.
12. Column 25 - The revised quantity as requested by SOR.
13. Column 27 - The revised UFC as requested by SOR.
14. Column 28 - The parts portion of the revised UFC.
15. Column 29 - Labor portion of the revised UFC - in US dollars - 2 decimal places.
16. Column 31 - Labor rate of the SOR.
17. Column 32 - Indicates control numbers of any open WLCR.

## Figure 5-2 End Of Year Data Call

1. These instructions are applicable to designated SORs for the National Maintenance Management Program's Non-Depot Workload Plan.
  - a. Each SOR will provide the current FY GS Workload work orders that will be in process as the new FY begins, in the format provided at paragraph 3 below. This information will be as of 30 September and submitted to the HQAMC National Maintenance Management Division Chief NLT 10 October.
  - b. Each SOR is required to provide the standard Monthly Production Spreadsheet report for end of month September with additional information as shown at paragraph 4 below. SORs will ensure the resource information provided (parts cost, man hours, and labor cost) closely matches the final end of year billing for programs that do not have work in process as discussed in the paragraph above. This information will also be as of 30 September and submitted to the AMC National Maintenance Division Chief NLT 10 October.
2. Format for the Year End Close Out Data Call for NMP SOR activities is provided per Excel Spreadsheet example at Figure 5-2-1. The spreadsheet should be completed as follows:

**Figure 5-2-1 Work In Process Spreadsheet Example**

MACOM/IMA REAGION	SOS	NIIN	SOR	SOR UIC	CARRYOVER WON
TMRC	QTY RECEIVED	QTY RPR	QTY WO	QTY NRTS	QTY CANCELLED
QTY IN PROCESS	MAN HOURS	LABOR COST	PARTS COST	TOTAL COST	

- MACOM: Major Army Command.
- SOS: Source of Supply that is responsible for the management of the specific item
- NIIN: National Item Identification Number (last 9 numbers of NSN)
- SOR: Maintenance Activity: Same as Source of Repair (SOR)
- SOR UIC: Maintenance Activity Unit Identification Code
- CARRY-OVER WON: Work Order Number of the Carry-Over Repair
- TMRC: Type Maintenance Request Code for the indicated Carry-Over Work Order Number.
- QTY RECEIVED: Quantity received for the Carry-Over WON. (Should be 1)
- QTY RPR: Quantity Repaired for the Carry-Over WON as shown in SAMS once the Work Order is closed (U Status).
- QTY WO: Quantity Washed Out for the Carry-Over WON as shown in SAMS once the Work Order is closed (U Status).
- QTY NRTS: Quantity NRTS for the Carry-Over WON as shown in SAMS once the Work Order is closed (U Status).
- QTY CANCELLED: Indicate the quantity for the Carry-Over WON if the Work Order is cancelled (Completed Status Z Current Status U).
- QTY IN PROCESS: Quantity in process for the Carry-Over WON if the Work Order is still open. If the Work Order is closed (U Status), this quantity should be 0.
- MAN HOURS: Quantity Man Hours Expended for the Carry-Over WON as once the Work Order is closed (U Status)
- LABOR COST: Labor Cost amount for the Carry-Over WON once the Work Order is closed (U Status). Labor Cost is determined utilizing the FY05 Labor Rate
- PARTS COST: Parts Cost amount for the Carry-Over WON once the Work Order is closed (U Status).
- TOTAL COST: Total Cost amount for the Carryover WON once the Work Order is closed (U Status). This amount will equal the amount billed the FY04 MIPR.

### Note

**If man hours, parts cost, and/or labor cost cannot be obtained at the time the report is submitted, leave those fields blank on the spreadsheet.**

3. Figure 5-2-2 is the Monthly Production Spreadsheet Report (Figure 5-3) with one column of data added. The column definitions remain the same as for the monthly reports at Figure 5-3. The definition of QTY CARRY OVER is the quantity of items with open work orders at the end of the FY, i.e., as of 30 September and will be billed against that FY MIPR. If a line is closed by 30 September, then enter NA. If a quantity is entered in this field it should equal the total of the work in process quantities in the spreadsheet in Figure 5-2-1.

**Figure 5-2-2 Monthly Production Spreadsheet Report (Expanded)**

	1	2	3	4	5	6	45	46	47	48	49	50	51	52	53	54
	MACOM/ IMA RO	INSTALLATION	MA	MA UIC	SOS	NIIN	NRTS	W/O	WIP	PARTS COST	MH EXPEND ED	REIMB LABOR RATE	LABOR COST	TOTAL PRODUCTION COST	TMRC	QTY CARRY OVER
1																
2																
3																
4																
5																

**Figure 5-3 Monthly Production Spreadsheet Report**

Each Source of Repair (SOR) Maintenance Activity Chief (MAC) will provide a Monthly Production Spreadsheet to NLCO Bragg, per the instructions and format shown below, by the 10<sup>th</sup> of each month. Additionally, a format for issues submission is provided below if Sources of Repair have issues, problems, or concerns they wish to express. These issue sheets will be submitted with the Production Spreadsheet Report each month.

Detailed Instructions LIDB data pull - Each SOR has the responsibility to pull their information from LIDB Discoverer, on the 5<sup>th</sup> of the month to ensure data continuity across the program from all SORs. Sources of Repair will have from the 5<sup>th</sup> to the 10<sup>th</sup> of each month to reconcile their LIDB Discoverer data with legacy systems and MIPRs to ensure the submitted report shows actual status and numbers. Maintenance activities will use the National Workload Table in LIDB Discoverer to extract the plan figures. The Annual Plan in the spreadsheet is the Authorized Quantity as shown in LIDB Discoverer. The month-by-month plan quantity in the spreadsheet is the actual monthly plan as agreed to by the SOR and the owning MSC. The sum of the monthly plan in the spreadsheet should equal the Annual Plan quantity in the spreadsheet. Accuracy of these plan numbers is important because the monthly cumulative plan is compared to the monthly repairs, receipts and wip to draw conclusions concerning the progress and success of the program. Please do not alter the format of the spreadsheets since the Major Subordinate Commands (MSCs) request that the existing format be used and not deviated from.

Monthly Production (Excel) Spreadsheet format.

MACOM/ IMA RO	INSTALLATION				MA	MA UIC		SOS		NIIN		WEAPON SYSTEM							
MATCAT	MRC	RC	AMDF \$	NOMEN				UFC		UFC PARTS COST				UFC MAN HOURS					
UFC LABOR COST	FY-XX		PROD YTD	OCT		NOV		DEC		JAN		FEB		MAR		APR		MAY	
	PLAN			P	A	P	A	P	A	P	A	P	A	P	A	P	A		
JUN	JUL	AUG	SEP	UNSERV REC		NRTS		W/O		WIP		PARTS COST		MH EXPENDED					
P	A	P	A															P	A
REIMB LABOR RATE		LABOR COST		TOTAL COST		TMRC		QTY YTD W/SER NO		QTY YTD W/O SER NO		REPAIR STANDARD							

Instructions for Monthly Production Spreadsheets - The spreadsheets list certain required fields of information for each line item for which your installation has been identified as a SOR under the National Maintenance Program. Enter one

NIIN per line. The production and plan data will be verified by SOR Maintenance Management Information Systems and MIPR documentation.

The production information spreadsheets will be used during the fiscal year as a management tool by various AMC elements to track certain information i.e., MIPR balances, hardware availability and repairs, cost of repairs, average man-hours per repair, etc, and of course, to make decisions accordingly. They also serve as the basis for development of the EVMS charts.

The fields of information on the spreadsheets are as described below:

- MACOM: Major Army Command.
- INSTALLATION: Self-explanatory
- MA: Maintenance Activity: Same as Source of Repair (SOR)
- MA UIC: Maintenance Activity Unit Identification Code
- SOS: Source of Supply that is responsible for the management of the specific item
- NIIN: National Item Identification Number (last 9 numbers of NSN)
- WEAPON SYSTTEM: The weapon system for which the item supports.
- MATCAT: Army Material Category Structure Code.
- MRC: Maintenance Repair Code.
- RC: Recoverability Code.
- AMDF \$: Unit cost of the item.
- NOMEN: Nomenclature of the item.
- UFC: Unit Funded Cost from current MIPR
- UFC PARTS COST: United funded Parts Cost from current MIPR
- UFC Man Hours: Unit Funded Man Hours from current MIPR
- UFC LABOR COST: Unit Funded Labor Cost (UFC man hours from current MIPR multiplied by the SOR's reimbursable labor rate).
- FY-XX PLAN – Annual Plan for the NIIN. From current MIPR
- PRODUCTION YTD QTY: Quantity completed to date – This is a calculated field based on quantity entered on monthly basis.
- P – Planned Monthly Production Based on Actual monthly plan quantities agreed to with MSC. Sum of the 12 monthly plan numbers should equal the FY05 PLAN quantity.
- A – Actual Monthly Production
- UNSERV REC: for all work orders opened and closed. Number of unserviceable assets received at SOR. Does not include cancelled workorders.
- NRTS: Assets not repairable This Station
- W/O: Quantity of items washed out
- WIP: Work in Process
- PARTS COST: From CLOSED WORK ORDERS. Total cost of parts used to effect repairs during the month as reflected on the work order.
- MH EXPENDED: From CLOSED WORKORDERS. Total man-hours expended to effect repairs during the month as reflected on the work order.
- REIMB LABOR RATE: The reimbursable labor rate of the Source of Repair (SOR).
- LABOR COST: From CLOSED WORK ORDERS. Man Hours Expended times the Reimbursable Labor Rate.
- TOTAL PRODUCTION COST: Of CLOSED WORK ORDERS. Total cost of repairs (parts cost plus labor cost).
- TMRC: (Type Maintenance Request Code): as shown in the LIDB National Workload Table.
- YTD QTY WITH SERIAL No: Cumulative Quantity of items with serial numbers after the work order is closed. One closed work order should equal a quantity of one. Closed work orders can be for repaired, or NRTS, or wash out. If the item had no serial number when the work order was open and the SOR applied a serial number, then the quantity would be included in this column.
- YTD QTY WITHOUT SERIAL No: Cumulative Quantity of items without serial numbers after the work order is closed. One closed work order should equal a quantity of one. Closed work orders can be for repaired, or NRTS, or wash out.
- REPAIR STANDARD: Standard that NIIN is being repaired. I.e. TM, NMWR, DMWR, etc.

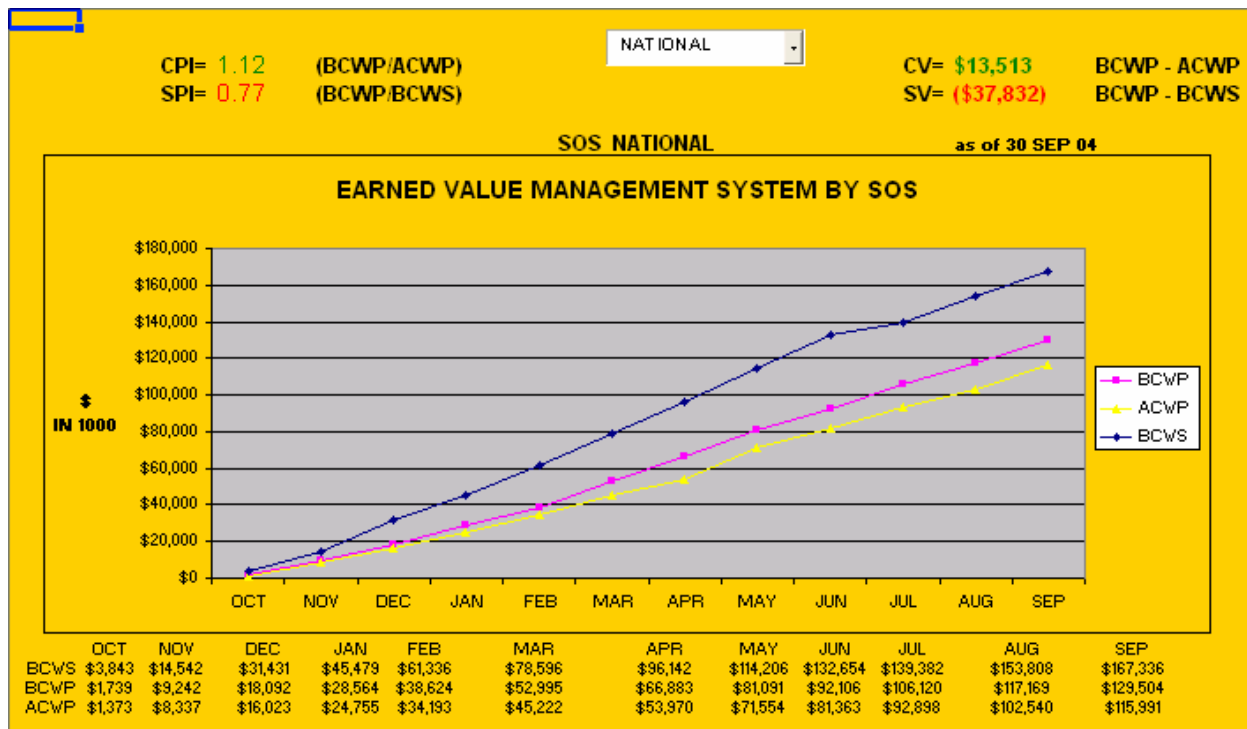
It is imperative that accurate information be furnished each month to facilitate management decisions made by HQAMC NMD, the MSCs and item managers based on SOR information submitted.

Spreadsheets will be used to provide workload information on a monthly basis, therefore each SOR has the responsibility to pull their information, post it to the spreadsheets, and forward the spreadsheets to NLCO- Bragg no later than the 10<sup>th</sup> of each month. This requirement will remain in effect until otherwise changed/terminated. Additionally, use the spreadsheet format listed in this manual and do not alter the format of the spreadsheets because information requested facilitates the MSCs in managing their programs. Questions pertaining to the spreadsheet should be directed to NLCO-Bragg.

#### Figure 5-4 National Maintenance Manager Earned Value Management System

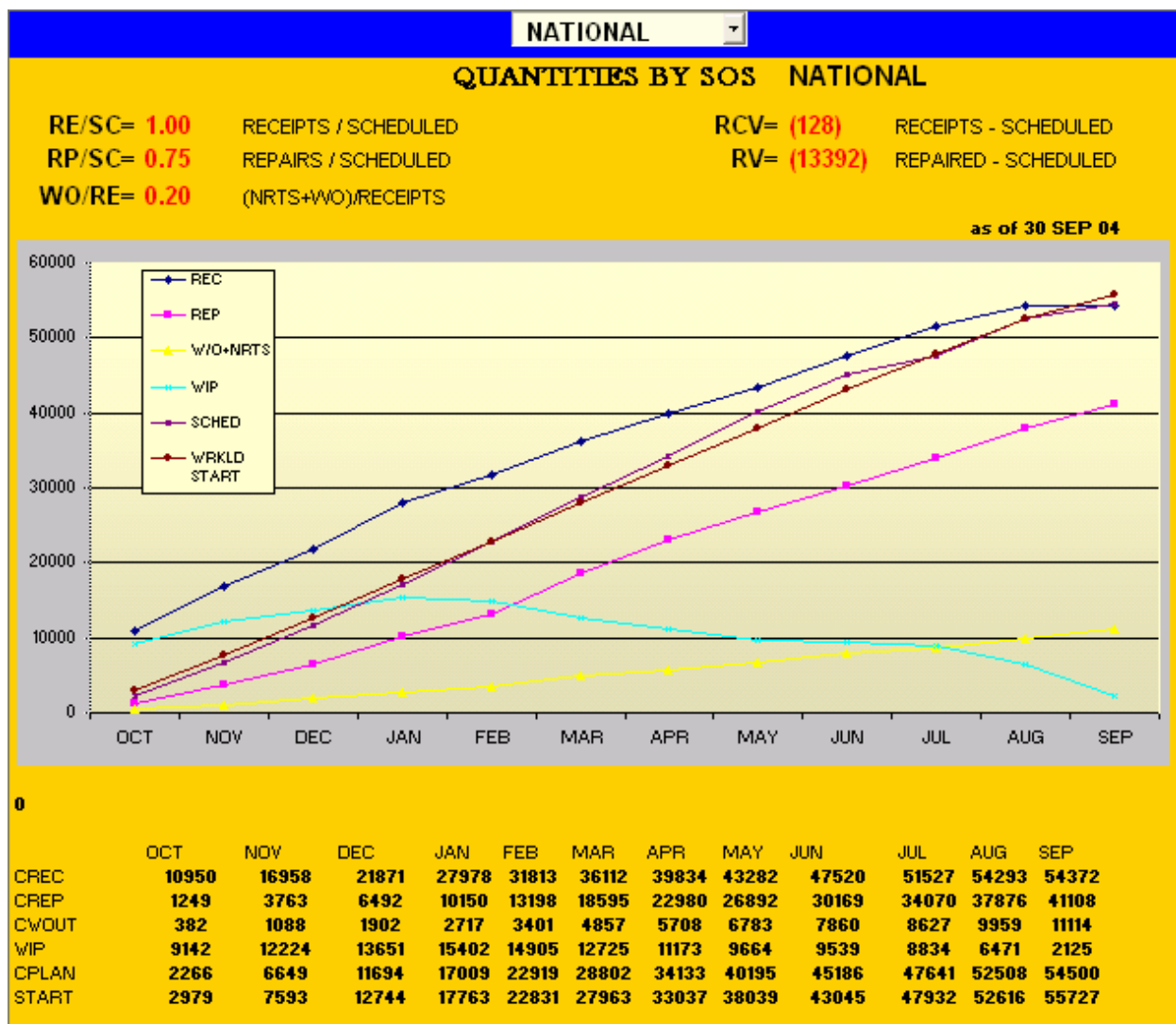
Please refer to the charts below. The Earned Value Management System is a spreadsheet and chart that compares NMP item actual cost of work produced (ACWP) (cumulative cost of repairs year to date) to the budgeted cost of work produced (BCWP) (UFC times actual cumulative quantity repaired year to date) and shows the scheduled (or budgeted) cost of repairs cumulative by month for the year (BCWS). There are two Performance Indices: Cost Production Index (CPI), Scheduled Production Index (SPI), and two Variances Cost Variance (CV) and Schedule Variance (SV). The SPI is the Budgeted Cost of Work Produced divided by the Budgeted Cost of Work Scheduled, CPI is the Budgeted Cost of Work Produced divided by the Actual Cost of Work Produced, and are favorable when their values are one or greater and unfavorable when less than one. CV is the Budgeted Cost of Work Produced minus the Actual Cost of Work Produced. SV is the Budgeted Cost of Work Produced minus the Budgeted Cost of Work Scheduled, and are favorable when their values are positive and unfavorable when negative. NLCO Bragg will provide four sets of these charts as follows: by MACOM/Installation Agency Region, by Source of Supply (SOS), by Source of Repair (SOR), and by Line (a line is the combination of a NIIN, SOR, and Type Maintenance Repair Code (TMRC)). The NLCO Bragg will provide these reports to the National Maintenance Division by the 20<sup>th</sup> of each month. The spreadsheet data is accessed by clicking the data tab.

Figure 5-4-1 EVMS Cost Chart



The EVMS principles are also applied to a set of quantity charts as shown below. These charts and spreadsheets summarize key production data as they accumulate during the year of execution. The Key data points are receipts, repairs, sum of wash outs and NRTS, work in process (WIP), plan quantity at the beginning of execution (WRKLD START), and current plan (SCHED). These data points as seen on the chart below are cumulative quantities from one month to the next. There are 3 performance indices and two variances. The indices are receipts to scheduled (RE/SC) or receipts divided by quantity scheduled, repaired to scheduled (RP/SC) or quantity repaired divided by quantity scheduled and, wash out rate (WO/SC) or the sum of the quantity NRTS plus washed out divided by the quantity received. The variances are receipt variance (RCV) or receipts minus quantity scheduled, and repair variance (RV) or quantity repaired minus quantity scheduled. Favorable RE/SC and RP/SC is one or greater; favorable washout rates are .10 or below. Favorable RCV and RV are positive numbers. The NLCO Bragg will develop the same type and categories of these charts as for the EVMS charts above and provide them to the NMD by the 20<sup>th</sup> of each month. The spreadsheet data is accessed by clicking the data tab.

**Figure 5-4-2 EVMS Quantity Chart**



**Figure 5-5 Reporting Activities and Timelines**

<b>NATIONAL PERFORMANCE REVIEW REPORTS</b>	
MA	MA pulls LIDB data on the 5 <sup>th</sup> day of each month. Conducts R&As and provides Monthly Production Spreadsheet reports to NLCO-Bragg NLT the 10 <sup>th</sup> of the month.
NLCO-Bragg	Analyzes the MA reports and prepares monthly spreadsheets roll up and EVMS charts to HQ AMC and MSC by 15 <sup>th</sup> of the month.
<b>AMC MSC Problem Resolution</b>	
MSCs NLCO-Bragg	Provides the AMC MSC with the reports on high priority items as required. High priority items will be identified from the monthly reports and intensively managed until the problem is resolved.
<b>AMC MSC &amp; NLCO-Bragg In-Process-Review (IPR)</b>	
MACOM/IMA RO MSCs NLCO-Bragg	Conducts the annual Production Review Conference in April. Conference will address NIIN by NIIN program reviews and a review of issues, future plans, and ongoing actions for the National Maintenance Program.

**Figure 5-6 Workload Change Request Procedures**

1. Responsibilities for submitting WLCRs: Coordination is required to ensure affected activities are kept informed of the execution of the Non-Depot Workload process. The below listed responsibilities do not negate the importance of coordination and communication amongst all organizations to maximize Army equipment readiness.
  - a. **WLCR Initiator:** The initiator of the WLCR should provide sufficient detail to process the action as a stand-alone document. The data required is relatively self-explanatory. Assistance is available from the respective MSC NMP Office if problems are encountered in filling out the WLCR form. The control number is left blank when submitting as this is assigned by NLCO-Bragg upon receipt of the WLCR.
  - b. NLCO-Bragg will assign a unique control tracking number to the request and notify the originator that it has been received, assigned a WLCR tracking number and forwarded to appropriate organization.
  - c. **Source Of Repair (SOR):**
    - (1). The SOR will verify capability/capacity, man-hour estimates, production schedule adjustments with subsequent funding impacts, and coordinate with the MACOM/IMA RO. After verification, SORs will forward electronic recommendation to the MSCs, with a copy furnished respective MACOM/IMA RO and MSC IMR.
    - (2). MIPRs received from the AMC MSCs will not be exceeded for any reason with respect to quantity and dollars.
  - d. **AMC Major Subordinate Commands will:**
    - (1). Validate requests and assess the impact of deletions/decreases on the national asset posture.
    - (2). Validate the requirement and funds availability for additions/increases.
    - (3). Have funding approval authority for workload changes to NIINs they manage that are listed on the year of execution workload. Financial Authorization Document (FAD) provided by the HQAMC Resource Manager will not be exceeded for any reasons.
    - (4). Ensure reviewer annotates on the WLCR the total dollar figures of funding available. Upon approval of a WLCR adjustment, the AMC MSC will ensure MIPRs reflect the proper NIIN, QTY, SOR, parts cost, labor cost and the unit-funded cost per NIIN. This authority does not negate the AMC MSC responsibility to ensure NLCO-Bragg is made aware of all funding matters relating to Non-Depot Workload change actions.
    - (5). Ensure the appropriate Item/Maintenance Manager has the necessary information to make adjustments to workload to include the MIPR process.
    - (6). Coordinate, as required, to ensure affected activities are kept informed of changes to the execution of the Non-Depot Workload. All Non-Depot Workload adjustments will be coordinated by the AMC MSC with the appropriate SOR.
    - (7). Unresolved non-concurrence of a workload change by any participants with a value of \$100K or more or increase/decrease of more than 1 man year will be forwarded to Chief, NMD for approval/ disapproval, all others will be approved IAW the WLCR Approval Authority Chart at Figure 5-6-1.
    - (8). If disapproved, the MSCs will provide notification to all involved activities with the decision and rationale for disapproval.

2. Change Request Procedures.

a. Initiator (MSC or SOR) will electronically submit a Workload Change Request (WLCR) for each change to the Non-Depot workload Plan to NLCO-Bragg for assignment of WLCR tracking number. NLCO-Bragg will notify requestor of WLCR tracking number and forward on to the appropriate organization for further processing.

b. AMC MSC is the approving authority as an extension of HQ, AMC and will finalize the processing of WLCRs IAW the WLCR Approval Authority Chart at Figure 5-6-1.

c. The change request(s) will be submitted using the format at Figure 5-6-2, following the instructions provided at Figure 5-6-3, and following the flow as described in figure 5-6-4.

3. Workload Change Register. MSCs will maintain a WLCR master database that allows execution year managers to review GSWKLD change request data. This data can be retrieved and viewed by the following data elements, location, control number, NIIN, SOR, SOS, Region or by a combination of data elements and other key logistics managerial category. At a minimum, monthly status WLCR information will be provided to NMD. MSCs will provide copy of completed WLCRs to NLCO-Bragg.

4. Change Request Processing Time Goals. The time it takes to process an action to obtain an approval/disapproval decision will be one of the metrics used by HQAMC to monitor the execution of the NMP. Goals for processing change requests are:

a. Coordinating Activities – Three working days to review concur/non-concur, enter appropriate costing information as applicable, obtain MACOM/IMA RO coordination and forward to MSC.

b. MSC Activities - Three working days to review, either approve within FAD or recommend disapproval and implement required actions and notifications.

c. MSC Item/Maintenance Manager/Maintenance Domain Manager – Total of three working days to update MIPR and GS Workload File.

d. Installation RM - Five working days to accept/reject MIPR. If rejected, notify the Installation Maintenance Rep (if available) and AMC MSC as to rationale.

**Figure 5-6-1 Workload Change Request Approval Authority Chart**

<b>WLCR</b>	<b>AMC MSC</b>	<b>Decision Authority</b>
< \$100K	Concur	IMMC
< \$100K	Non-Concur	IMMC
> \$100K	Concur	IMMC
> \$100K	Non-Concur	NMD
>1 Work-year Increase/Decrease	Concur	IMMC
>1 Work-year Increase/Decrease	Non-Concur	NMD
< 1 Work-year Increase/Decrease	Concur	IMMC
< 1 Work-year Increase/Decrease	Non-Concur	IMMC

**Figure 5-6-2 Workload Change Request Form**

National Maintenance Workload Change Request										version 5/26/2005			
FSC:		NIIN:		WLCR#		DATE:							
1. CHANGE INITIATOR:										TYPE OF CHANGE: (Mark (x) all that apply)			
NAME:				DSN:				QTY INCR:					
ORG:				E-MAIL:				QTY DECR:					
DATE:				FAX:				COST INCR:					
NOUN:				UPRICE:				COST DECR:					
SOS:				MRC:				DELETE LINE:					
MATCAT:				RC:				ADD LINE (EXISTING NSN)					
END ITEM:				ARI:				UNPROGRAMMED REQUIREMENTS:					
SORTS Sys:		(Y or N)		AAC:				REPAIR STANDARD CHGE:					
MA UIC:		ACTION RIC						CATALOG					
								MEL:					
								OTHER:					
CURRENT PROGRAM:										PRODUCTION BY MONTH:			
QTY:				PLAN									
UFC:				REVISED									
PARTS		LABOR HRS		UFC		M 1		M 2		M 3			
						M 4		M 5		M 6			
TOTAL PROGRAM COST:						PLAN							
						REVISED							
						M 7		M 8		M 9			
						M 10		M 11		M 12			
REQUESTED CHANGE:										AW CF TMRC/Workload/Action Code (P-X):			
COST or QUANTITY CHANGE: y Y/N (Mandatory Entry)										REPAIR STANDARD (NMWR OR TM):			
COST CHANGE:										REVISED QTY:			
REVISED UFC:										CHANGE IN QTY:			
PARTS										LABOR HRS		UFC	
CHANGE IN UFC:													
NEW PROGRAM COST:													
CHANGE IN PROGRAM COST:													
REASON FOR CHANGE:													
2. MA COORDINATION:										CONCUR:		NONCONCUR:	
NAME:				DSN:									
ORG:				E-MAIL:									
DATE:				FAX:									
REMARKS:													
3. MACOM COORDINATION:										CONCUR:		NONCONCUR:	
NAME:				DSN:									
ORG:				E-MAIL:									
DATE:				FAX:									
REMARKS:													
4. AMC MSC COORDINATION:										CONCUR:		NONCONCUR:	
NAME:				DSN:									
ORG:				E-MAIL:									
DATE:				FAX:									
REMARKS:													
FUNDING: FUNDING: AVAILABLE: MIPR CHANGE:													
5. AMC MSC APPROVAL/DISAPPROVAL										APPROVED:		DISAPPROVAL:	
NAME:				DSN:									
ORG:				E-MAIL:									
DATE:				FAX:									
REMARKS:													
6. AMC NMD:										APPROVED:		DISAPPROVED:	
NAME:				DSN:									
ORG:				E-MAIL:									
DATE:				FAX:									
REMARKS:													

**Figure 5-6-3 Instructions for Non-Depot Workload Plan Change Request Form**

<b>Instructions To Complete Non-Depot Work Load Change Request Form</b>
<b>Revised as of: 30 Aug 04</b>
<b>NOTE: A separate Workload Change Request (WLCR) is required for each NIIN or Maintenance Activity (MA) function. Multiple entry requests will not be processed.</b>
<b>FSC &amp; NIIN:</b> Enter the first four numbers of the National Stock Number (NSN) for the Federal Supply Class (FSC) and last nine numbers of the NSN for the National Item Identification Number (NIIN). If the item is a substitute or related NSN of a prime, this will be noted in the appropriate type of change block and requires explanation in the "Reason for Change" block.
<b>Date:</b> This is left blank until NLCO-Bragg assigns a control number. An ordinal date is entered (i.e., 01228 for 16 Aug 01). Initiator uses Block 1 below to enter date.
<b>WLCR Control #:</b> Entered by NLCO-Bragg.
<b>1. CHANGE INITIATOR:</b>
<b>NAME:</b> The first and last name of person initiating the change request.
<b>ORG:</b> Organization of initiator (MA Fort Knox, TACOM-W, etc.).
<b>DATE:</b> Enter 5-digit date in year/Julian date format ex: 04261 (2004 Sep 17) date initiator started action.
<b>DSN:</b> Telephone number of initiator.
<b>E-Mail:</b> E-mail address of initiator.
<b>FAX:</b> Facsimile number of initiator (use commercial number here).
<b>INSTALLATION LABOR RATE:</b> Enter the current installation labor rate that is reflected on the Annual Plan and also available from the Installation Resource Management Office.
<b>NOUN:</b> Nomenclature of item per FEDLOG or the items Technical Manual.
<b>SOS:</b> Enter the source of supply (A12, AKZ, B14, B16, B17 or B64)
<b>MATCAT:</b> Enter the Army Material Category Structure Code (i.e., K21N5)
<b>END ITEM:</b> Enter the name of the end item supported by this component.
<b>SORTS SYS:</b> Status of Resources & Training System (SORTS) System – This refers to the 16 major weapons systems that the Army places priority emphasis on. (Y) Yes or (N) No.
<b>MA UIC:</b> This is a 6 character identifier code for the actual repair site.
<b>ACTION RIC:</b> Is the Installation AWCF SARSS-1 code supporting the Maintenance Activity (MA). This 3-digit alpha-numerical code identifies the installation that receives the item for job order.
<b>UPRICE:</b> Unit Price - enter the AMDF price for purchasing an item.
<b>MRC:</b> Enter Maintenance Repair Code (F, H, D or L). DA Pam 738-750
<b>RC:</b> Enter the Recoverability Code (O, F, H, D, K, or L). DA Pam 738-750
<b>ARI:</b> Enter the Automatic Return Item Code that's authorized by AR 710-1.
<b>AAC:</b> Enter the Acquisition Advice Code (A, B, C, D, E, F, or G) from AMDF. See AR 710-1 chapter 3 for additional authorized codes.
<b>TYPE OF CHANGE:</b> (Enter "X" for any/all change actions that apply)
<b>QTY INCR:</b> Quantity increase. To increase current FY program quantity.
<b>QTY DECR:</b> Quantity decrease. To decrease current FY program quantity
<b>COST INCR:</b> The actual labor and parts cost increase initiator is submitting for approval.
<b>COST DECR:</b> The actual labor and parts cost decrease initiator is submitting for approval.
<b>UNPROGRAMMED REQUIREMENTS:</b> To request a NIIN be added to a new SOR not included in current FY Non-Depot Workload program.
<b>REPAIR STANDARD CHANGE:</b> To request a change from TM to NMWR.
<b>MEL:</b> To request a change to the Maintenance Expenditure Limit (MEL waiver must accompany WLCR). Initiator should also include justification in the "Reason for Change Block" for documentation purposes.
<b>OTHER: For other reasons not included in Type Change list.</b> Explain in Reason for Change block
<b>PRODUCTION BY MONTH:</b> Enter the actual/revised quantity projected for repair by SOR for each month
<b>AWCF TMRC/Workload/Action Code (P-X):</b> This is a single entry for an item that has three different titles in three different logistics data bases. The AWCF Type Maintenance Request Code is identified as a TMRC code in SAMS, a Workload Code in GSWKLD, and an Action Code on the MIPR. They are all the same code; enter the appropriate one.
<b>UFC:</b> Unit Funded Cost. Incorporates validated Workload Plan factors for projected labor hours and repair parts associated with secondary item repair. The UFC is automatically calculated from inputted support data.
<b>COORDINATION AREAS 2-5 (NOTIFICATIONS):</b> These blocks are used to process the approval and disapproval of an action and ensure all production and resource activities that require information are included in the coordination process.

**Figure 5-6-4 Instructions for Non-Depot Workload Plan Change Request Notification Flow**

1. MSC initiated for a CONUS SOR
  - MSC completes required information in block 1 sends to NLCO-Bragg
  - NLCO-Bragg assigns control number and forwards to SOR: cc MSC
  - SOR completes required information in blocks 1 and 2, forwards to MACOM/IMA region
  - MACOM/IMA region completes block 3 and forwards to MSC
  - MSC completes block 4 and 5, makes field notification to SOR/MACOM/IMA region and NLCO-Bragg
2. MSC initiated for Korea/USAREUR
  - MSC completes required information in block 1 sends to NLCO-Bragg
  - NLCO-Bragg assigns control number and forwards to Korea/USAREUR: cc MSC
  - Korea/USAREUR completes required information in blocks 1, 2 and 3, forwards to MSC
  - MSC completes block 4 and 5, makes field notification to Korea/USAREUR and NLCO-Bragg
3. CONUS SOR initiated
  - SOR completes required information in block 1 and 2, forwards to MACOM/IMA region.
  - MACOM/IMA region completes block 3 and forwards to NLCO-Bragg
  - NLCO-Bragg assigns control number and forwards to MSC
  - MSC completes blocks 4 and 5, makes filed notification to SOR/MACOM/IMA region and NLCO-Bragg
4. Korea/USAREUR initiated
  - Korea/USAREUR completes required information in block 1, 2 and 3, forwards to NLCO-Bragg, (USAREUR cc to NLCO-E).
  - NLCO-Bragg assigns control number and forwards to MSC
  - MSC completes blocks 4 and 5, makes filed notification to SOR/MACOM/IMA region and NLCO-Bragg

## Chapter 6

### National Maintenance Program Qualification Process

#### 6-1. Scope

This Chapter describes the National Maintenance Program (NMP) process requirements for sources of repair (SOR) to become qualified national providers (QNP). Processes include implementation of a fully documented and compliant quality management system (QMS), technical certification of the SOR's logistics capability and capacity and disqualification of QNPs in the event of product or process failures.

#### 6-2. Applicability

These procedures are applicable to all sources of repair desiring to become QNPs in support of the NMP.

#### 6-3. Responsibilities

a. The National Maintenance Division (NMD) has overall responsibility for the NMP QNP qualification process. The specific responsibilities of the various NMP organizations are described in the following paragraphs.

b. National Maintenance Division/National Logistics Qualification Office (NLQO):

- (1). Recommend revisions to qualification processes.
- (2). Resolve qualification process issues.
- (3). Establish, schedule, and conduct ISO 9001:2000 Quality Management System assessments, gap analyses, second party external surveillances, compliance audits and training.
- (4). Provide memorandum and certificate to SORs upon successful completion of ISO compliance audits.
- (5). Monitor SOR/QNP internal audits and resulting corrective and preventive actions.
- (6). Provide QNP memorandum and certificate to SORs upon successful completion of technical certifications.
- (7). Advise MACOM and Installation Management Agency (IMA), National Guard Bureau (NGB), National Logistics Coordination Offices (NLCOs), and AMC Major Subordinate Commands (MSCs) about status of ISO compliance and technical certifications.

(8). Maintain ISO compliance and technical certification status.

(9). Act as the NMP Product Quality Deficiency Report (PQDR) Support Point.

(10). Approve requests for waiver of ISO 9001:2000 compliance requirements in coordination with MSCs.

c. AMC Major Subordinate Commands:

- (1). Conduct technical certification and product verification audits for each NIIN for which a Depot Maintenance Work Requirement (DMWR) or National Maintenance Work Requirement (NMWR) exists..
- (2). Upon successful completion of technical certifications/product verification audits, provide a technical certification memorandum to the SOR and a copy to NMD.

(3). Fund PQDR Investigations.

(4). Fund Supply Discrepancy Report (SDR) hardware recovery.

d. Sources of Repair/Qualified National Providers:

- (1). Establish and manage a documented quality management system in compliance with ISO 9001:2000.
- (2). Manage and monitor quality management system functions to include Government surveillance activities of the contractor's quality management system.
- (3). Elevate issues involving quality and ISO compliance which require assistance to the NMD.
- (4). Coordinate with NLQO for an external audit schedule. Forward corrective and preventive action plans developed as a result of external audits to the NLQO.
- (5). Conduct annual formal internal audits.
- (6). Demonstrate that facilities, tools, equipment, and skills are adequate to meet published national standards.
- (7). Respond to customer complaints.

e. Installation Maintenance Representatives (IMR)

- (1). Assist maintenance activity personnel in achieving and maintaining published ISO 9001:2000 compliance requirements. See respective MSC Installation Maintenance Representative Roles and Responsibilities for additional details.

(2). Advise the appropriate MSC when quality and capability issues arise.

#### 6-4. General

a. The NMP QNP qualification process is a two-phased process that when completed leads to a fully qualified source of repair in terms of quality and capability.

b. The requirements to become a QNP are sequential. First, an SOR must document, implement and maintain a quality management system IAW the provisions of the published ISO standard. Second, the appropriate AMC MSC

will assess the SOR's technical capability to repair NIINs IAW a published DMWR or NMWR. This assessment will include facilities, tools, TMDE, equipment, man power and skills. SORs failing to implement a quality management system IAW the published ISO standard will not be allowed to progress to the technical certification step unless a waiver has been issued (see paragraph 6-5e). SORs achieving ISO compliance will undergo MSC technical certification on a NIIN by NIIN basis or on a batch basis if similar technologies are in use, i.e., multiple circuit cards. Once an SOR has been certified, it will be awarded the designation QNP. SORs failing to be certified to the published DMWR or NMWR will not be designated as QNPs and are subject to loss of current and future workload for all NIINs in question. The QNP designation will be awarded on a NIIN by NIIN basis, making the SOR eligible for NMP workload. Figure 6-1 describes the NMP qualification process. Technical certification is not required for NIINs for which a TM is designated as the national standard.

c. General Support Units, both AC and RC, supplementing installation DOL maintenance operations will perform their respective repair tasks within the scope of the supporting DOL quality management system.

#### **6-5. Quality Management System**

a. The minimum acceptable Quality Management System (QMS) is a system in compliance with provisions of "ISO 9001:2000 Quality Management System Requirements" as determined by a 2nd or 3rd party ISO auditor.

#### **NOTE**

**All NMP sources of repair must be in compliance with the provisions of ISO 9001:2000 or have an approved waiver to be awarded work in the National Maintenance Program.**

b. The NMP external auditing process is based on a three-year cycle which is described at Figure 6-2. The audit cycle includes an initial compliance audit, annual surveillance audits and triannual compliance audits. The purpose of these periodic audit activities is to assess SOR/QNP processes and procedures to assure the organization continues to meet ISO quality management system standards. Failure to maintain the required standards may be cause to remove the QNP designation and, subsequently, the awarded workload.

c. SOR/QNPs undergoing management changes as a result of A-76 activities and/or contract changes will not be in compliance once new management is in place. The SOR/QNP must comply with all quality requirements within one year from the A-76 conversion date or a change in contractors if they desire to continue as an SOR/QNP. During the period when the new organization is documenting and implementing a compliant quality management system, workload previously awarded will be reviewed by the MSC to determine whether to recommend to NMD suspension of work, reallocation/reassignment of work or continued production. Each case will be decided on its own merits.

#### **NOTE**

**During the 1-year period when a new organization is establishing ISO compliance, all QNP designations will be suspended until compliance has been achieved. Technical certifications may continue during this period, but QNP status will not be awarded until ISO compliance has been achieved.**

d. The NLQO will conduct 3-month and 6-month assessments, to include a gap analysis, to assess the progress of the new organization towards implementing a quality management system and to assist the organization in achieving ISO compliance within the allotted time frame. During these assessments, the Government staff will receive guidance about NMP requirements for contractor surveillance activities.

e. If an SOR/QNP is unable to meet the one year deadline for compliance, management must submit a request for a waiver to HQ AMC, NMD (AMCOPS-SM) NLT 60 days before the one-year deadline elapses. The waiver period may not exceed 3 months. See paragraph 6-7, for details.

#### **6-6. Quality Management System Compliance Process**

a. All SORs must develop, document, and implement a quality management system in compliance with the published ISO standard. Documenting means developing and writing documents to include a Quality Manual (QM), Documented Procedures (IP), Individual Work Instructions (IWI), Quality Plans (QP) and other documents such as Standard Operating Procedures (SOP) as may be required to fully document all organization operations. Glossary, Section II, Terms, defines each level of QMS documents.

b. Once all documentation has been completed, SOR management must conduct an internal audit and may request a gap analysis. Internal audits are conducted by the SOR, while outside agents such as a contractor or the NLQO may conduct a gap analysis. A gap analysis compares the QMS documentation to the actual processes being employed to

determine if all activities have been captured and if the SOR follows its documentation as written. Both processes, gap analysis and internal audit, will help determine where the organization stands compared to the QMS requirements.

c. Once the organization has determined that its documentation and procedures meet the ISO requirements, they may request NLQO to conduct a second party external compliance audit. NLQO auditors will use the "ISO 9001:2000 Audit Checklist" shown at Figure 6-3. If the NLQO conducts the audit, it will coordinate an audit date with the SOR. See Figure 6-4, "Sample Memorandum of Audit Notification." Copies of the memorandum are furnished to the MACOM/IMA region/NGB, MSCs, and the appropriate IMR.

d. The NLQO will conduct the second party external compliance and surveillance audits on behalf of the MSCs, noting all major and minor nonconformances and observations. All nonconformances and observations discovered will be included in an official audit report sent to the SOR. See Figure 6-5 "Sample Audit Report." Copies of the report will be provided to the MACOM/IMA region/NGB, MSCs, and the appropriate IMR. It will also be provided to personnel performing technical certifications upon request. Technical issues directly related to the item under repair and identified during the audit will be referred to the appropriate MSC for resolution.

#### **NOTE**

**If an organization intends to be certified through the United States Registration Accreditation Board (RAB), it may request an independent third party audit rather than an NLQO compliance audit. SOR/QNPs located at OCONUS sites may elect to use the equivalent registration organization in the host country.**

e. The SOR must address all major and minor nonconformances noted in the report. There is no requirement to respond to observations. Major and minor nonconformances will be addressed in corrective and preventive action plans, written IAW ISO 9001:2000, paragraphs 8.5.2 "Corrective Actions" and 8.5.3 "Preventive Actions." All corrective and preventive action plans will be sent to NLQO for review within **15** working days from the date of receipt of the official audit report. NMD, in coordination with MSCs, may halt production at the audited site if audit findings warrant. If production is halted, surge management may be implemented by the MSC. See Chapter 5, paragraph 5-19, "Surge, MA Realignment and Deletion Procedures."

f. When all nonconformances have been satisfactorily addressed, NLQO will determine whether the SOR may be rated as "In Compliance." NMD will provide a memorandum and certificate of compliance to the SOR. See Figure 6-6 and Figure 6-7. Copies will be furnished to the MACOM/IMA region/NGB, MSCs, NLCOs, and appropriate IMR.

g. To remain ISO compliant, the SOR/QNP will be subject to annual surveillance and triannual compliance audits. Surveillance audits will assess the entire QMS and review selected functions in depth. Triannual compliance audits will follow the same procedures as initial compliance audits described in paragraph 6-6e above. Dates for on-site triannual audits will be established at least **60** days before expiration of the compliance period. See Figure 6-8 for overview of ISO compliance process.

#### **NOTE**

**To assure quality NMP products NMD reserves the right to conduct surveillance audits at RAB registered sites to assure that contractor quality management systems are effective and Government oversight is adequate.**

h. Occasionally, out-of-cycle audits (Special Audits) may be required to address NMD or MSC concerns about product or process quality. The notification for such an audit may be less than the normal **60** days, however, the SOR/QNP will be given a notice of at least three (**3**) working days. The affected MSC may be invited to be a member of the audit team.

#### **6-7. Request for ISO Compliance Waiver**

a. If an SOR/QNP is unable to meet ISO requirements as specified in the NMP BPM, organization management may submit a request for waiver to NMD. The request must include the following information:

- (1) The reason for the waiver and the time period required for the waiver.
- (2) List of NIINs awarded under NMP and quantity to be repaired.
- (3) Identification of NIINs which have been technically certified and the certifying MSC.
- (4) Milestone schedule for meeting the requirements, including auditor's name and scheduled audit date.

b. Requests will be sent through the MACOM/IMA region or National Guard Bureau (NGB), as appropriate, to NMD. NMD will forward copies of the request for waiver to the workloading MSCs and NLCOs for comment. Comments will be returned to NMD within five (5) working days.

c. NMD will respond to the request for waiver through the MACOM/IMA regional office or the NGB to the submitting SOR/QNP. Copies will be provided to the workloading MSCs and NLCOs.

## 6-8. Technical Requirements

a. In the production of assets for NMP, SOR/QNPs will use only those technical requirements defined and approved by the MSCs. All repair requirements will be specific as to the level of repair required on a NIIN by NIIN basis. Changes to technical requirements require the approval of the responsible MSC. Changes will be made IAW DA PAM 25-30.

b. SOR/QNPs must follow the requirements as written unless deviations are approved by the MSC. Requests for deviations and subsequent deviation approval/disapprovals must be in writing.

c. Technical requirements will be identified by the MSC and made available to SOR/QNP on a NIIN by NIIN basis. Requirements will be of sufficient detail to identify minimum requirements for performance of work plus final acceptance inspection and testing. The technical requirements will include as a minimum:

(1). Definition of core hardware and required hang-ons and, in addition to any picture, a list of nomenclature and NIIN.

(2). Identification of mandatory replacement parts by nomenclature and NIIN, if required.

(3). General disassembly and assembly processes.

(4). Acceptance inspection, to include any parts/equipment inventory, if required.

(5). In-process inspection and test requirements and any actual data required.

(6). Final inspection and test requirements and acceptance criteria.

(7). Special packaging instructions.

d. The MSC will identify technical documentation to the SOR/QNP as part of their normal cost information request (CIR) process.

e. SOR/QNPs will include review of technical standards documentation as part of their normal contract review process IAW ISO 9001:2000, Functional Areas 7.2.1 "Determination of Requirements Related to the Product" and 7.2.2 "Review of Requirements Related to the Product."

f. Requests for clarification of technical documentation will be made immediately to the responsible MSC. Program acceptance includes acceptance of all technical requirements, either in their original form or as modified by the MSC in response to clarification requests. Acceptance of a line by an SOR/QNP will not be completed until all clarification requests are resolved.

g. Modification of Requirement after NIIN Award and Acceptance.

(1). After award and acceptance of a line, modification of requirement(s) may be initiated either by the SOR/QNP or the MSC.

(2). Modifications by an MSC will be transmitted to the SOR/QNP with opportunity for requests for clarification by the SOR/QNP. The SOR/QNP will have thirty (30) calendar days to respond to the MSC with a copy furnished to NLCO-Bragg.

(3). Requests for modification by an SOR/QNP will be made to the MSC. Requests will specifically identify present requirement(s) and proposed modification(s). The MSC will have thirty (30) calendar days to respond to the SOR/QNP with a copy furnished to NLCO-Bragg.

(4). All proposed modifications to previously approved repair requirements, whether initiated by the MSC or SOR/QNP, will be addressed by the SOR/QNP IAW ISO 9001:2000, Functional Areas 7.2.1 "Determination of Requirements Related to the Product" and 7.2.2 "Review of Requirements Related to the Product."

h. "Use as is" disposition authority for nonconforming material used in NMP work is solely within the purview of the MSC. SOR/QNPs must request disposition from the MSC unless exceptions have been approved. Exceptions must be specifically authorized by technical requirements or other documentation provided by the responsible MSC.

## 6-9. Technical Certification

a. Once its quality management system has been rated "in compliance" with the ISO standard, the SOR is authorized to proceed to the second phase, technical certification. Technical certification is an event driven process required for items repaired using an approved DMWR or NMWR. As DMWRs/NMWRs are published, the capability of the respective SORs will be assessed by the appropriate MSC. As in quality management, technical certification activities are based on a three-year cycle. Minimal requirements are an initial technical certification and a triannual technical recertification. MSC may choose to conduct a "desk side" recertification if repair procedures have not changed significantly since the initial technical certification.

b. AMC MSCs are responsible for technical certification of the SORs. Technical certifications will be performed on a NIIN by NIIN basis, except as noted in par 6-10c below, addressing facilities, tools, TMDE, equipment, man power, and skills as a part of a comprehensive evaluation to determine technical capability to perform national maintenance repair. Technical certification will determine whether the site has the ability to meet the requirements specified in the DMWR/NMWR and the capability to store and safeguard the items until shipped to a user. Once

certified by the MSC, the SOR will be designated a qualified national provider (QNP) and authorized to repair the NIIN to the approved standard.

c. AMC NMD will periodically observe technical certifications to ensure standardization, accuracy, effectiveness, and efficiency of the process.

#### **NOTE**

**Authority for a QNP to repair/overhaul under the NMP umbrella does not extend to maintenance-to-maintenance activities. In cases of maintenance-to-maintenance activities, an SRA is required. See AR 750-1 for SRA policy.**

### **6-10. Technical Certification Process**

a. Once the SOR has been determined to be ISO compliant, NLQO will post an SOR Site Status Report on NMP AKO Knowledge Collaboration Center (KCC). This report will constitute notification to the MSC(s) that the SOR is ready for technical certification process. See Figure 6-9 “Technical Certification Process.”

b. The MSC(s) will coordinate technical certification dates with the SOR. The MSC will conduct the technical certification using the Technical Certification Checklist shown at Figure 6-10 as a foundation. The checklist should be tailored to meet unique needs of particular items.

c. The MSC(s) will certify the SOR for NIINs for which the national standard is a DMWR/NMWR. Each certification will address a specific NIIN. Certification of common processes for multiple items is authorized where a family of NIINs has similar repair processes or requires the same test equipment. The decision to group like NIINs for technical certification purposes is at the MSC’s discretion. Under no circumstances will an SOR be certified for work other than NMP.

d. The MSC(s) may choose at their discretion to technically certify the SOR for NIINs for which the national standard is a TM. The same technical certification process will be followed.

e. Nonconformances discovered during the technical certification process must be resolved by the SOR to the satisfaction of the MSC prior to any final certification. Certification is NIIN specific; thus, failure to meet requirements for one NIIN will not delay certification of other NIINs. As in ISO compliance audits, the MSC will render a report of technical certification to the SOR. A sample report appears at Figure 6-11. Copies will be furnished to NMD, MACOM/IMA region/NGB, and the appropriate IMR.

f. Any quality management system nonconformances discovered during the technical certification process will be reported to NLQO.

g. Once all technical certification nonconformances have been resolved, the MSC will advise the SOR via memorandum which NIINs are certified and provide a copy to NMD, MACOM/IMA region/NGB, and appropriate IMR. See Figure 6-12 “Sample Technical Certification Memorandum.”

h. Upon notification of technical certification by an MSC, NMD will prepare and forward to the SOR a signed memorandum and certificate designating it as a QNP. Samples are at Figure 6-13 and Figure 6-14. Copies will be forwarded to the MACOM/IMA Region/NGB, MSC(s), NLCO and IMR.

i. NMD will maintain a technical certification spreadsheet which will be the source of record for technical certifications. The spreadsheet will be posted to AKO.

### **6-11. Conditional Technical Certification**

Clearly, the intent of policy and guidance is for technical certification to occur as a prerequisite for repairing to the national maintenance repair standard. The release of AR 750-1, the NMP Lean Initiative and the execution of the FY05 workload made it necessary to adapt our processes to facilitate further NMP implementation. Just as we developed procedures to accommodate workload at sources of repair undergoing A-76 procedures to permit the MSC to recommend suspension of work, reallocation of work, or continued production on a case by case basis, we now find it necessary to permit a conditional technical certification that allows the MSCs to identify those instances where it is beneficial to the NMP to begin FY05 with repairs being accomplished to a published DMWR/NMWR before completion of a formal technical certification. In those instances where the MSC elects to exercise the conditional technical certification process, the MSC will provide a conditional technical certification memorandum to the SOR with copies to NMD, MACOM/IMA Region/NGB, NLCO(s), and IMR. See Figure 6-15 for a sample format. ***Conditional technical certifications will not be authorized after FY05 without written approval from NMD on a by location, by NIIN basis.***

## 6-12. Disqualification

- a. Disqualification of an SOR/QNP means it is no longer considered an acceptable source of repair by the NMD and, therefore, ineligible to participate in national maintenance program work until the cause(s) for disqualification is resolved.
- b. Causes for disqualification include:
  - (1). A product or process failure.
  - (2). Failure to comply with published ISO standards.
  - (3). Failure to correct internal and external audit findings.
  - (4). Failure to conduct an annual internal audit.
  - (5). Fraudulent reporting.
  - (6). Loss of a facility or equipment.
  - (7). Loss of critical personnel without replacement.
  - (8). Failure to comply with technical repair requirement.
- c. Disqualification may be total or partial. Total disqualification means product and/or process non-conformances are so serious as to cause all NMP work to be transferred to another SOR/QNP. Partial disqualification means some of the program NIINs have product and/or process non-conformances; only those NIINs with disqualification issues will be considered for transfer.
- d. Failure to remain in compliance with the ISO 9001:2000 Quality Management System Standard may result in total disqualification with the resulting penalty as defined in paragraph 6-10.c. above. The loss of technical certification for NMP line(s) places the SOR/QNP in an ineligible category for those line(s) during the next national workload process. All disqualification issues must be resolved to the satisfaction of NMD before the former SOR/QNP may be given consideration during a national workload process.

## 6.13. Disqualification Process

- a. The SOR/QNP will address all product and/or process non-conformances IAW ISO Corrective and Preventive Actions. See paragraph 6-13.e. below.
- b. The SOR/QNP will have **15** working days from the date of receipt of the nonconformance report to respond to all nonconformance(s).
- c. Should the SOR/QNP fail to respond or the NMD and/or the MSC determine the response(s) or actions taken are unsatisfactory; the NMD will draft an Official Memorandum of Notification for coordination with the MSCs. See Figure 6-16 for a sample.
- d. The Official Memorandum of Notification will be signed by USAMC Director, Maintenance Management and forwarded to the SOR/QNP. Copies will be furnished to the MACOM/IMA Region/NGB, MSC(s), NLCOs and IMR. This memorandum will require the QNP to address all non-conformances and forward corrective action plans to NMD and affected MSC for review. The SOR/QNP will have five (5) working days from date of receipt to respond.
- e. All corrective and preventive action plans will follow the guidance of ISO 9001:2000, paragraphs 8.5.2 "Corrective Actions" and 8.5.3 "Preventive Actions", and address the following subjects as a minimum:
  - (1). Immediate actions taken to correct the problem.
  - (2). Interim actions taken to support the program.
  - (3). Root cause of the problem.
  - (4). Actions implemented to prevent reoccurrence.
- f. MSCs in coordination with the NMD will assess the corrective and preventive actions and determine whether the proposed actions will resolve all non-conformances satisfactorily. If proposed actions are determined unsatisfactory, NMD may decide to stop work and will coordinate with the MSCs to implement surge management IAW paragraph 5-19.
- g. If the SOR/QNP responds satisfactorily to the Official Letter of Notification and subsequently corrects all non-conformances, the SOR/QNP will maintain its status and will be authorized by the NMD to continue or resume production.
- h. If the SOR/QNP does not respond within allotted time or does not address nonconformances, NMD will send a Memorandum of Disqualification to the SOR/QNP through the MACOM/IMA region/NGB. Copies of the memorandum will be furnished to the MSCs, NLCOs, and the appropriate IMR. See Figure 6-17 for sample memorandum.
- i. Upon disqualification, the MSCs will implement surge management IAW paragraph 5-19.
- j. If the former SOR/QNP wishes to be re-qualified, the SOR and/or the MACOM/IMA region/NGB must fund all costs of NLQO/MS staff visits associated with re-qualification. Before any re-qualification activities the SOR must:
  - (1). Address each nonconformance discussed in the Official Memorandum of Notification

(2). Implement and maintain a quality management system IAW the published "ISO 9001:2000 Quality Management System Standard."

(3). Be subject to technical certification by the MSC.

k. A flowchart of the disqualification process is at Figure 6-18.

#### **6-14. Reinstatement into NMP**

a. Former SORs in good standing desiring to be reinstated into NMP may request consideration for NMP workload by forwarding a memorandum to NMD through the applicable MACOM/IMA Region Office or NGB. The request should include:

(1). Status of SOR's ISO compliance.

(2). List of NIINs for which the SOR has facilities, tools, TMDE, equipment, man power and skills to conduct repairs to national standards. Include in this information a CIR for each NIIN illustrating the proposed reimbursement cost.

b. SORs not participating in the NMP because of disqualification will follow paragraph 6-13 above in seeking re-qualification.

c. Costs of ISO compliance and technical certification will be the responsibility of the SOR seeking reinstatement into the NMP.

d. SORs will be notified within sixty (60) days of receipt of request as to their acceptance into the NMP. The acceptance decision will be made by the National Maintenance Manager in coordination with the MSC(s).

#### **6-15. Product Quality Deficiency Report (PQDR)**

a. Product Quality Deficiency Reports (PQDR) are used to identify and correct alleged quality deficiencies and trends with regard to a product or process of a SOR/QNP. Investigations of PQDRs will be in accordance with AR 750-1, AR 702-7, DA PAM 750-8, DA PAM 738-751 and the Corrective and Preventive Action clauses of ISO 9001:2000 and this manual. PQDRs for NMP work will be used to identify and correct product and process, external documentation, and other adverse trends.

b. PQDRs will be routed from the originator through the "Electronic Deficiency Reporting System" (EDRS) to the MSC. MSCs will route NMP related PQDRs to NLQO. NLQO, acting as the NMP Support Point, will acknowledge receipt of PQDRs, route PQDRs to the appropriate SOR/QNP, and inquire as to whether exhibits are required. Requests for exhibits will be routed from the SOR/QNP through NLQO to the MSC. Upon completion of the investigation, the closing action will be sent from the SOR/QNP to the sender of the PQDR through NLQO. NLQO will provide copies of the closing action to the NLCOs, MACOM/IMA Regional Offices and IMRs. The MSCs will provide disposition instructions for the exhibit.

c. All PQDR investigations must address the following factors to assure a valid investigation.

(1). Does the reported problem exist? State the basis of the conclusion.

(2). If the problem exists, is it the responsibility of the NMP repair activity? State the basis of the conclusion.

(3). Problems acknowledged to be the responsibility of the QNP must address:

(a). Root cause analysis, not just symptoms.

(b). Data to substantiate any claims to the randomness of a failure.

(c). Corrective actions taken.

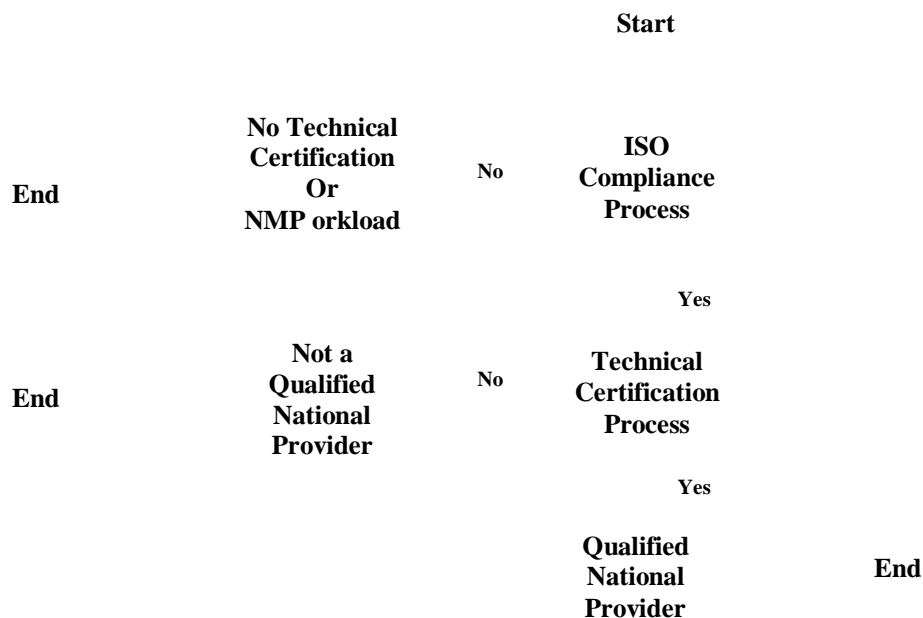
(d). Recommendation(s) regarding the need for further stock screening.

d. The NLQO will forward a copy of each PQDR found to be the SOR/QNP's responsibility to all NLCOs for information. NLQO will forward a summary of NMP PQDRs by report number to the MSCs on a quarterly basis.

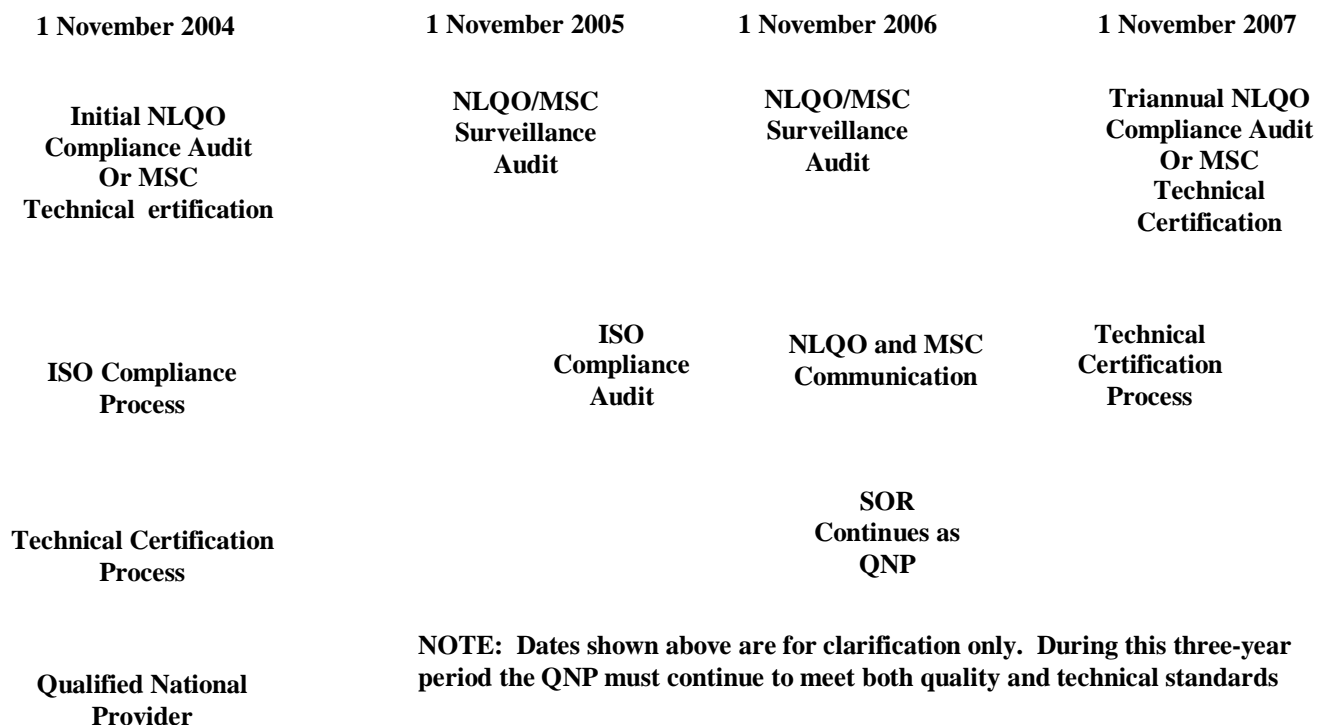
e. Recurring PQDRs attributed to SOR/QNP process failures or workmanship may result in a special product/process audit and the loss of current or future national program work. See paragraphs 6-12 and 6-13 above for the disqualification process.

f. The PQDR database will reside within the Electronic Deficiency Reporting System (EDRS). EDRS is an AMC system and is included in AEPS. The NLQO will maintain a PQDR log which includes all NMP PQDRs---valid and invalid---submitted since mid-FY02. The PQDR log will be posted to AKO.

**Figure 6-1 Qualified National Provider Process**



**Figure 6-2 National Maintenance Program Auditing Process**



**Figure 6-3 ISO 9001:2000 Audit Checklist**

**ISO 9001:2000**  
**QUALITY MANAGEMENT SYSTEM**  
**AUDIT CHECK LIST**  
**Organization Name**  
**Dates of Audit**  
**(Revision #1 04 Apr 02)**

Clause Ref.	REQUIREMENTS	Status Remarks
<b>4.0 QUALITY MANAGEMENT SYSTEM</b>		
<b>4.1</b>	<b>General Requirements</b>	
	Has the organization established, documented, implemented, maintained and continually improved the effectiveness of a quality management system in accordance with ISO 9001:2000 with due consideration given to:	
	a) Identification of processes needed for quality management system;	
	b) Determination of sequence and interaction of these processes;	
	c) Determination of criteria and methods required to ensure effective operation and control of above processes;	
	d) Ensure availability resources and information required to support operations and ability to monitor processes;	
	e) Measure, monitor and analyze the processes and implement action to achieve planned results and continual improvement.	
	f) Implementing actions to achieve planned results and control improvement of processes?	
	Are processes managed in accordance with requirements of ISO 9001:2000?	
	Is the control of outsourced processes identified with the quality management system?	
	Has control been ensured over outsourced processes?	
<b>4.2</b>	<b>General documentation requirements</b>	
<b>4.2.1</b>	<b>General</b>	

Clause Ref.	REQUIREMENTS	Status Remarks
	Does the quality management system include:	
	a) Quality policy and quality objectives;	
	b) Quality Manual;	
	c) Required documented procedures;	
	d) Instructions to ensure effective planning and control of processes?	
	e) Required records?	
<b>4.2.2</b>	<b>Quality Manual</b>	
	Has a quality manual been established; is it maintained and does it include:	
	a) The scope of the QMS including exclusion justification;	
	b) Required documented procedures or reference to them;	
	c) Description of process interaction?	
<b>4.2.3</b>	<b>Control of documents</b>	
	Has the organization identified and established controls for its documentation?	
	Has a documented procedure been established defining controls for:	
	a) Approval for adequacy prior to issue;	
	b) Review on an annual basis, update, and re-approval as necessary;	
	c) Identification of current revision status reflected on Master List;	
	d) Availability at point of use;	
	e) Ensuring identification and legibility;	
	f) Identification and distribution of externally generated documentation;	
	g) Identification and control of obsolete documents?	

Clause Ref.	REQUIREMENTS	Status Remarks
4.2.4	<b>Control of records</b>	
	Are quality management system records available and satisfactorily maintained to provide evidence of production service conformity to requirements?	
	Are records legible, readily identifiable, and retrievable?	
	Has a documented procedure been established defining controls for identification, storage, protection, retrieval, retention time, and disposal?	
<b>5.0 MANAGEMENT RESPONSIBILITY</b>		
5.1	<b>Management commitment</b>	
	Is there evidence of commitment by top management towards development and improvement of the quality management system through the following:	
	a) Communicating awareness of regulatory and legal requirements as applicable to organization scope of products offered;	
	b) Establishing a quality policy;	
	c) Ensuring measurable quality objectives are established;	
	d) Conducting management reviews;	
	e) Providing resources?	
5.2	<b>Customer focus</b>	
	Does top management have methodologies to ensure that customer needs and expectations are determined through their quality management system, and these are converted into requirements and fulfilled with the aim of achieving customer satisfaction?	
5.3	<b>Quality policy</b>	
	Has top management ensured the quality policy:	
	a) Is appropriate to the purpose of the organization;	
	b) Includes a commitment for requirement compliance and continuous improvement;	
	c) Is the quality policy appropriate to the purpose of the organization;	

Clause Ref.	REQUIREMENTS	Status Remarks
	d) Provides a means to establish and review quality objectives;	
	e) Is communicated and understood at appropriate levels in the organization;	
	f) Is reviewed for continued suitability?	
<b>5.4</b>	<b>Planning</b>	
<b>5.4.1</b>	<b>Quality objectives</b>	
	Have quality objectives been established by top management at relevant functions and levels within the organization?	
	Are the objectives measurable to ensure efficiency and effectiveness of the organization?	
	Are the objectives consistent with the quality policy including commitment to continual improvement?	
	Do any of the objectives include product requirements?	
<b>5.4.2</b>	<b><u>Quality management system planning</u></b>	
	Has top management ensured that:	
	a) Planning is carried out to meet paragraph 4.1 requirements;	
	b) Planning includes meeting all measurable objectives;	
	c) Integrity is maintained when changes are planned and implemented?	
<b>5.5</b>	<b>Responsibility, authority and communication</b>	
<b>5.5.1</b>	<b>Responsibility and authority</b>	
	Has the organization define composition of top management?	
	Has the organization identified function and interrelations to facilitate an effective quality management system?	
	Have responsibilities and authorities been defined and communicated to those involved in the effective operation of the quality management system?	
	Has an organization chart been prepared to identify various interrelationships?	
<b>5.5.2</b>	<b><u>Management representative</u></b>	
	Has top management formally appointed a member of management to act as "Management Representative"?	
	a) Does the Management Representative have responsibility and	

Clause Ref.	REQUIREMENTS	Status Remarks
	authority that includes:	
	b) Ensuring the processes of the quality management system are established and maintained;	
	c) Reporting to management on the performance of the quality management system, including needs for improvement;	
	d) Promoting awareness of customer requirements throughout the organization?	
	Does Management Representative have liaison responsibility with external parties on matters pertaining to the quality management system?	
<b>5.5.3</b>	<b>Internal communication</b>	
	Have appropriate communication processes been established within the organization?	
	Does communication include the effectiveness of the quality management system?	
<b>5.6</b>	<b>Management review</b>	
<b>5.6.1</b>	<b>General</b>	
	Has top management reviewed the quality management system regularly to ensure its continued suitability, adequacy, and effectiveness?	
	Do reviews assess opportunities for improvement and include the quality policy and objectives?	
	Is there a written procedure for management review input, output, and communication of results? (Observation Only)	
	Are records of management reviews being maintained?	
<b>5.6.2</b>	<b>Review input</b>	
	Does review input include current performance and improvement opportunities related to:	
	a) Results of audits;	
	b) Customer feedback;	
	c) Process performance and product conformance;	
	d) Status of corrective and preventive actions;	

Clause Ref.	REQUIREMENTS	Status Remarks
	e) Follow-up action from earlier management reviews;	
	f) Changes that could affect quality management system;	
	g) Recommendations for improvement?	
<b>5.6.3</b>	<b>Review output</b>	
	Does output from management review include actions related to:  a) Improvement of the quality management system and its processes;	
	b) Improvement of product related to customer requirements;	
	c) Resource needs?	
<b>6.0 RESOURCE MANAGEMENT</b>		
<b>6.1</b>	<b>Provision of resources</b>	
	Has the organization determine and provide resources needed to:  a) Implement and improve the processes of the quality management system;	
	b) Address customer satisfaction by meeting customer requirements?	
<b>6.2</b>	<b>Human resources</b>	
<b>6.2.1</b>	<b>General</b>	
	Have personnel with assigned responsibilities affecting quality, as defined in the quality management system, been rated competent on the basis of:  a) Applicable education;	
	b) Training;	
	c) Skills;	
	d) Experience?	
<b>6.2.2</b>	<b>Competence, awareness and training</b>	
	Have competency needs for personnel performing activities affecting quality been identified?	
	Has training or other action been taken to satisfy competency needs?	

Clause Ref.	REQUIREMENTS	Status Remarks
	Has the effectiveness of the training/actions been evaluated?	
	Has the organization ensured its employees are aware of the relevance and importance of their activities and how they contribute to the achievement of quality objectives?	
	Are records of education, experience, training and qualifications maintained?	
<b>6.3</b>	<b>Infrastructure</b>	
	Have facilities needed to achieve product conformity been identified and include:  a) Buildings, work space and associated utilities;	
	b) Process equipment, hardware and software;	
	c) Supporting services?	
<b>6.4</b>	<b>Work environment</b>	
	Has the work environment, suitable for process operations, been defined?	
	Are human and physical factors of the work environment, needed to achieve conformity of product, identified and managed by the organization?	
<b>7.0 PRODUCT REALIZATION</b>		
<b>7.1</b>	<b>Planning of product realization</b>	
	Has the organization planned and developed processes needed for product realization?	
	Is the planning of product realization consistent with requirements of other QMS processes?	
	Has the organization considered the following, as appropriate, in planning processes for product realization:  a) Quality objectives for the product, project or contract;	
	b) The need to establish processes and documentation, and provide resources and facilities specific to the product;	
	c) Verification, validation, and testing activities specific for product acceptability;	
	d) Records that provide evidence of product realization conformity?	

Clause Ref.	REQUIREMENTS	Status Remarks
7.2	<b>Customer related processes</b>	
7.2.1	<b>Determination of requirements related to the product</b>	
	Has the organization determined:	
	a) Product requirements specified by the customer, including requirements for availability, delivery and support;	
	b) Requirements not specified by the customer but necessary for intended or specified use;	
	c) Statutory and/or regulatory product requirements?	
7.2.2	<b>Review of requirements related to the product</b>	
	Does the organization review customer requirements prior to commitment to insure that:	
	a) Product requirements are defined;	
	b) Where the customer provides no documented statement of requirement, the customer requirements are confirmed before acceptance;	
	c) Contract or order requirements differing from those previously expressed are resolved;	
	d) The organization has the ability to meet defined requirements?	
	Does the review processes ensure that relevant personnel in the organization are made aware of the changed requirements?	
	Are amendments made to relevant documentation?	
	Are the results of review and subsequent follow-up actions recorded?	
7.2.3	<b>Customer communication</b>	
	Are arrangements for communication identified and implemented by the organization relating to:	
	a) Product information;	
	b) Enquiries, contract or order handling, including amendments;	
	c) Customer feedback, including customer complaints.	
7.3	<b>Design and development</b>	N/A
7.4	<b>Purchasing</b>	

Clause Ref.	REQUIREMENTS	Status Remarks
<b>7.4.1</b>	<b>Purchasing process</b>	
	Does the organization control its purchasing processes to ensure purchased product conforms to requirements?	
	Does the organization evaluate and select suppliers based on their ability to supply product in accordance with the organization requirements?	
	Are criteria for selection and periodic evaluation of suppliers defined?	
	Are the results of evaluation and subsequent follow-up actions recorded?	
<b>7.4.2</b>	<b>Purchasing information</b>	
	Does purchasing documents contain information describing the product to be purchased, including where appropriate:  a) Requirements for approval;	
	b) Requirements for qualification of personnel;	
	c) Quality management system requirements?	
	Does the purchase processes ensure adequacy of specified requirements in the purchasing documents prior to their release?	
<b>7.4.3</b>	<b>Verification of purchased product</b>	
	Has the organization identified and implemented activities necessary for verification of purchased product?	
	If verification is conducted on the supplier's premises has the organization specify intended verification arrangements (by organization / customer) and method of product release, as part of the purchasing information?	
<b>7.5</b>	<b>Production and service provision</b>	
<b>7.5.1</b>	<b>Control of production and service provision</b>	
	Does the organization control production and service operation through:  a) The availability of information that specifies characteristics of the product;	
	b) Availability of work instructions;	
	c) Use of suitable equipment;	
	d) The availability and use of measuring and monitoring devices;	
	e) The implementation of measuring and monitoring activities;	

Clause Ref.	REQUIREMENTS	Status Remarks
	f) The implementation of defined processes for release, delivery and applicable post-delivery activities?	
<b>7.5.2</b>	<b>Validation of processes for production and service provision</b>	
	Has the organization validated any processes for production where the resulting output cannot be verified by subsequent monitoring or measurement?	
	Does validation demonstrate the ability of these processes to achieve planned results?	
	Are documented procedures available and instituted throughout the organization to control shelf life items?	
	Has the organization established procedures that:	
	a) Define criteria for review and approval of the processes;	
	b) Specify approval of equipment and qualification of personnel;	
	c) Use specific methods or work instructions;	
	d) Identify requirements for records;	
	Require revalidation if needed?	
<b>7.5.3</b>	<b>Identification and traceability</b>	
	Does the organization identify, where appropriate, the product by suitable means throughout production and service operations?	
	Is product status with respect to measurement and monitoring identified?	
	Does the organization control and record the unique identification of the product, where traceability is a requirement?	
<b>7.5.4</b>	<b>Customer property</b>	
	Are processes established to exercise care with customer property while it is under the organization's control or being used by the organization?	
	Does the processes address following issues related to customer property:	
	a) Initial identification;	
	b) Verification;	
	c) Proper protection and safeguarding?	

Clause Ref.	REQUIREMENTS	Status Remarks
	Does the process ensure that if customer property is lost, damaged or otherwise found to be unsuitable for use, it is recorded and reported to the customer?	
	Are records maintained for customer property that is lost, damaged, or otherwise found to be unsuitable for use?	
<b>7.5.5</b>	<b>Preservation of product</b>	
	Are methods and controls established by the organization to preserve conformity of product with customer requirements during internal processing and delivery to intended destination?	
	Do methods and controls include:	
	a) Identification;	
	b) Handling;	
	c) Packaging;	
	d) Storage;	
	e) Protection?	
	Are controls extended to constituent (component) parts of a product?	
<b>7.6</b>	<b>Control of monitoring and measuring devices</b>	
	Has the organization identified monitoring and measurements requirements along with necessary equipment to assure conformity of product specifications?	
	Have processes been established to ensure monitoring and measurement can be carried out in a consistent manner?	
	Where applicable, are the monitoring and measurement devices:	
	a) Calibrated and adjusted periodically or prior to use, against devices traceable to international or national standards; where no such standards exist, the basis used for calibration shall be recorded;	
	b) Adjusted or readjusted as necessary;	
	c) Identified as to calibration status;	
	d) Safeguarded from adjustments that would invalidate the calibration;	
	e) Protected from damage during handling, maintenance and storage;	

Clause Ref.	REQUIREMENTS	Status Remarks
	f) Have results of their calibration recorded;	
	g) Have the validity of previous results re-assessed , if they are subsequently found to be out of calibration, and corrective action taken?	
	Are records maintained of calibration and verification results	
	Are software's used for measuring and monitoring of specified requirement validated prior to use?	
<b>8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT</b>		
<b>8.1</b>	<b>General</b>	
	Has the organization established plans to implement the monitoring, measuring, analysis and improvement processes needed to:	
	a) Demonstrate conformity of the product;	
	b) Ensure conformity of the quality management system;	
	c) Continually improve the effectiveness of the quality management system?	
	Has the organization determined applicable methodologies including statistical techniques?	
<b>8.2</b>	<b>Monitoring and measurement</b>	
<b>8.2.1</b>	<b>Customer satisfaction</b>	
	Has the organization determined the methodologies for obtaining the information on customer satisfaction and / or dissatisfaction?	
	Is customer satisfaction a measurement of quality management system performance?	
<b>8.2.2</b>	<b>Internal audit</b>	
	Has the organization conducted internal audits to determine whether the quality management system:	
	a) Conforms to the International Standard;	
	b) Conforms to the BPM; (Observation Only)	
	c) Conforms to requirements established by the organization;	
	d) Is effectively implemented and maintain?	

Clause Ref.	REQUIREMENTS	Status Remarks
	Is the audit program planned to consider the status and importance of processes and areas to be audited, along with results of previous audits?	
	Does the audit process include: <ul style="list-style-type: none"> <li>a) Selection criteria of personnel to conduct audits;</li> <li>b) Development of an audit plan;</li> <li>c) Reporting results;</li> <li>d) Initiating corrective actions;</li> <li>e) Conducting follow up verification and reporting results;</li> <li>f) Maintaining records?</li> </ul>	
<b>8.2.3</b>	<b>Monitoring and measurement of processes</b>	
	Are suitable methods established for monitoring and measurement of the quality management system processes?	
	Do the methods confirm the continuing ability of each process to satisfy intended purpose?	
	If planned results are not achieved are corrective action procedures available?	
<b>8.2.4</b>	<b>Measurement and monitoring of product</b>	
	Has the organization established appropriate stages to measure and monitor product characteristics?	
	Is there evidence to confirm that product characteristics meet product requirements?	
	Is the evidence of conformity with acceptance criteria documented?	
	Do measurement and monitoring records indicate product release authority?	
<b>8.3</b>	<b>Control of nonconforming product</b>	
	Have a documented procedure been established to define the processes involved in control of nonconformity?	
	Do the processes ensure nonconforming products are identified and controlled to prevent unintended use or delivery?	
	Does the organization deal with nonconforming product by: <ul style="list-style-type: none"> <li>a) Taking action to eliminate the detected nonconformity;</li> </ul>	

Clause Ref.	REQUIREMENTS	Status Remarks
	b) Authorizing its use, release or acceptance by appropriate authority;	
	c) Taking action to preclude its original use?	
	Are records of nonconforming products and action taken maintained?	
	Are corrected nonconforming products subject to conformity re-verification?	
	Do processes ensure that appropriate action is initiated when non-conforming product is detected after delivery or use has started by interested parties?	
	After nonconforming product is corrected, do we re-verify it to demonstrate conformity to requirements?	
8.4	<b>Analysis of data</b>	
	Does the organization employ measures to collect and analyze appropriate data to determine the suitability and effectiveness of the quality management system and to identify improvements that can be made?	
	Does the data used for analysis provide information on:	
	a) Customer satisfaction and / or dissatisfaction;	
	b) Conformance to customer requirements;	
	c) Characteristics of processes and products and opportunities for preventive action;	
	d) Suppliers?	
8.5	<b>Improvement</b>	
8.5.1	<b>Continual improvement</b>	
	Does the organization use the following information to facilitate continual improvement of the quality management system?	
	<ul style="list-style-type: none"> <li>• Quality Policy</li> <li>• Audit Results</li> <li>• Corrective and Preventive Action</li> </ul>	<ul style="list-style-type: none"> <li>• Quality Objectives</li> <li>• Analysis of Data</li> <li>• Management Review</li> </ul>
8.5.2	<b>Corrective action</b>	
	Has the organization taken action to eliminate the cause of nonconformities in order to prevent recurrence?	

Clause Ref.	REQUIREMENTS	Status Remarks
	Has the organization established a documented procedure for corrective action with defined requirements for:	
	a) Identifying non-conformities (including customer complaints);	
	b) Determining the causes of non-conformity;	
	c) Evaluating the need for actions to ensure that non-conformities do not recur;	
	d) Determining and implementing the corrective action needed;	
	e) Recording results of action taken;	
	f) Reviewing of corrective action taken?	
	Are corrective actions taken to eliminate causes of non-conformities appropriate to the impact of the problems encountered?	
<b>8.5.3</b>	<b>Preventive action</b>	
	Has the organization taken action to eliminate causes of potential process or product nonconformities?	
	Has the organization established a documented procedure for preventive action with defined requirements for:	
	a) Identifying potential nonconformities and their causes;	
	b) Evaluating the need to take preventive action;	
	c) Determining and ensuring the implementation of preventive action needed;	
	d) Recording results of action taken;	
	e) Reviewing of preventive action taken?	

Figure 6-4 Sample Memorandum of Audit Notification



DEPARTMENT OF THE ARMY  
HEADQUARTERS, U.S. ARMY MATERIEL COMMAND  
9301 CHAPEK ROAD  
FORT BELVOIR, VA 22060-5527

REPLY TO  
ATTENTION OF

AMCOPS-SMN

Date

MEMORANDUM FOR

SUBJECT: Audit Notification

1. As previously agreed, the National Logistics Qualification Office (NLQO) QA Audit Team will conduct an external ISO compliance audit at the (Cite the specific organization) (Cite the date of the scheduled audit). The team is comprised of two "Subject Matter Expert" ISO auditors. Request the (Cite the organization) provide an ISO system knowledgeable counterpart for each auditor. The team will need a working area consisting of tables, chairs, and access to a telephone and copier.
2. Audit scope will address the following ISO functional areas.  
List ISO functional areas here
3. Request the latest revision of the organization Quality Manual, all Level "B" documented procedures, samples of individual work instructions (IWI) and quality plans (QP), minutes of the two latest Management Reviews, and results of the latest internal audit be provided to NLQO by (Cite a COB date). Information will be used to conduct a desk-side audit before the on-site visit. Results of the desk-side audit will be provided at the in-brief and will be included in the official audit report.
4. Request an entrance briefing be scheduled for 0800, (Cite the date of the audit start). The following areas will be covered.
  - a. Introduction of team members
  - b. Overview of NMP quality assurance program
  - c. Review audit areas
  - d. Discuss audit check sheet
  - e. Daily update briefings
  - f. Tentative exit briefing schedule
  - g. Brief tour of facilities
5. ISO audit reports contain three types of findings:
  - a. **Major Nonconformance:** This is a serious deficiency that could adversely affect the quality of the product or services. It could be a complete absence, or complete breakdown, of a required system. This type of finding requires a report of corrective action
  - b. **Minor Nonconformance:** This is a temporary failure to meet the requirements of the QA system, but not significant enough to be a major issue. This type of finding also requires a report of corrective action.
  - c. **Observation:** Any situation, incident, finding, practice, that while not impacting product integrity or violating contractual requirement, by its mere existence, is worthy of recording for further review. This type of finding does not require a report of corrective action.
6. Request an exit briefing be scheduled for (Cite a date), time to be determined. The following areas will be discussed:
  - a. Review findings
  - b. Address interim and final reports
  - c. Timelines

7. If there are problems or conflicts with this proposed schedule, please contact (Cite name, telephone number and email of the audit POC).

//S//  
Team Leader  
National Maintenance Division

CF: NMP POC MSC  
NMP POC MACOM/IMA Region (as applicable)  
NMP POC NGB Office (as applicable)  
NLCO (as applicable)  
IMR (as applicable)

## Figure 6-5 Sample Audit Report



**DEPARTMENT OF THE ARMY**  
**HEADQUARTERS, U.S. ARMY MATERIEL COMMAND**  
**9301 CHAPEK ROAD**  
**FORT BELVOIR, VA 22060-5527**

REPLY TO  
ATTENTION OF

AMCOPS-SMN

Date

### MEMORANDUM FOR

SUBJECT: National Maintenance Program External Quality Management System Audit, Directorate of Logistics (DOL), Installation Maintenance Division (IMD), Ft. Army, USA

1. Purpose: Summarize results of the (Cite the date) NLQO Audit of the DOL, Ft. Army, USA.

2. Key Attendees:

List the names of all personnel contacted during the audit to include attendees at the opening and closing meeting

3. Discussion:

a. This report summarizes results of subject audit and identifies findings and observations. Information contained in this report was previously provided to the (Cite the title of the person briefed) during the out-briefing conducted 20 Apr 00. Should there be any information contained in this report not previously addressed, contact the undersigned without delay.

b. The remainder of this section may highlight successes or failures of the organization's Quality Management System. Examples of topics are PQDRs, amount of production, i.e. produced 985 items and had zero PQDRs, quality of documentation etc.

c. An internal audit was conducted (Cite the date). Its planning, coordination, execution, and reporting were outstanding. There were two Findings and ten Observations. For the most part corrections have already been completed. An additional internal audit, covering a four-month period, is scheduled starting in June.

4. ISO audit reports contain three types of findings:

a. Major Nonconformance: A serious deficiency that could adversely affect the quality of products and/or services. It could be the absence or complete breakdown of the required function. This type of finding requires a report of corrective action. State the number of Major Nonconformances.

b. Minor Nonconformance: A temporary failure to meet requirements of the quality assurance system but not significant enough to be a major issue. This type of finding also requires a report of corrective action. State the number of Minor Nonconformances.

c. Observation: Any situation, incident, finding, or practice that, while not impacting integrity or violating contractual requirements, by its existence, is worthy of recording for future review. This type of finding does not require a report of corrective action. State the number of observations.

5. Findings and Observations:

This section discusses the details of each major and minor finding and each observation. The format is as follows:

ISO/Quality Management System Standard: Quote the part of the standard pertinent to the issue

Finding: State the finding that nonconforms to the standard

**NOTE: List Major Nonconformance, then Minor Nonconformances, and then Observations.**

6. Request Ft Army DOL provide a report of corrective actions for the Major and Minor, Nonconformances within 15 working days after receipt of this document. There is no requirement to address Observations. Request E-mail notification upon receipt of this report. Copy of corrective actions must be maintained on file for review during subsequent visits to your organization.

7. Points of contact for this action are (Cite the name, telephone number and email of the POC)

//s//  
Team Leader  
National Maintenance Division

CF: NMP POC MSC  
NMP POC MACOM/IMA Region (as applicable)  
NMP POC NGB Office (as applicable)  
NLCO (as applicable)  
IMR (as applicable)

Figure 6-6 Sample Memorandum of Compliance



**DEPARTMENT OF THE ARMY**  
**HEADQUARTERS, U.S. ARMY MATERIEL COMMAND**  
**9301 CHAPEK ROAD**  
**FORT BELVOIR, VA 22060-5527**

REPLY TO  
ATTENTION OF

AMCOPS-SMN

Date

MEMORANDUM FOR

SUBJECT: ISO Compliance

1. Congratulations for a job well done. With this Memorandum you are hereby officially acknowledged to be in-compliance with the ISO 9001:2000 Quality Model. The compliance rating was effective (show date here) and will remain in effect for three years from this date or until or unless rescinded sooner by the National Maintenance Manager.
2. The Army Materiel Command is charged by the Department of Army to be its Maintenance Manager. Providing quality products and service to our customers is mandatory for mission execution. Successful completion of an external compliance audit is an essential step to being awarded the designation of "Qualified National Provider". Now you must continue to improve your Quality System through annual internal and external surveillance audits.
3. Your continued interest in quality reflects most favorably on the entire organization and its leadership.
4. POC for this action is (Cite name, telephone number and email of the audit POC).

//s//  
Colonel, GS  
Director Maintenance Management

CF: NMP POC MSC  
NMP POC MACOM/IMA Region (as applicable)  
NMP POC NGB Office (as applicable)  
NLCO (as applicable)  
IMR (as applicable)

Figure 6-7 ISO Compliance Certificate



## **Directorate of Logistics Fort Hood, TX**

### **Is Awarded**

The ISO 9001:2000 Certificate of Compliance for the successful development and implementation of a measurable Quality Management System. This Certificate of Compliance is effective for the period 10 October 2003 through 9 October 2006.

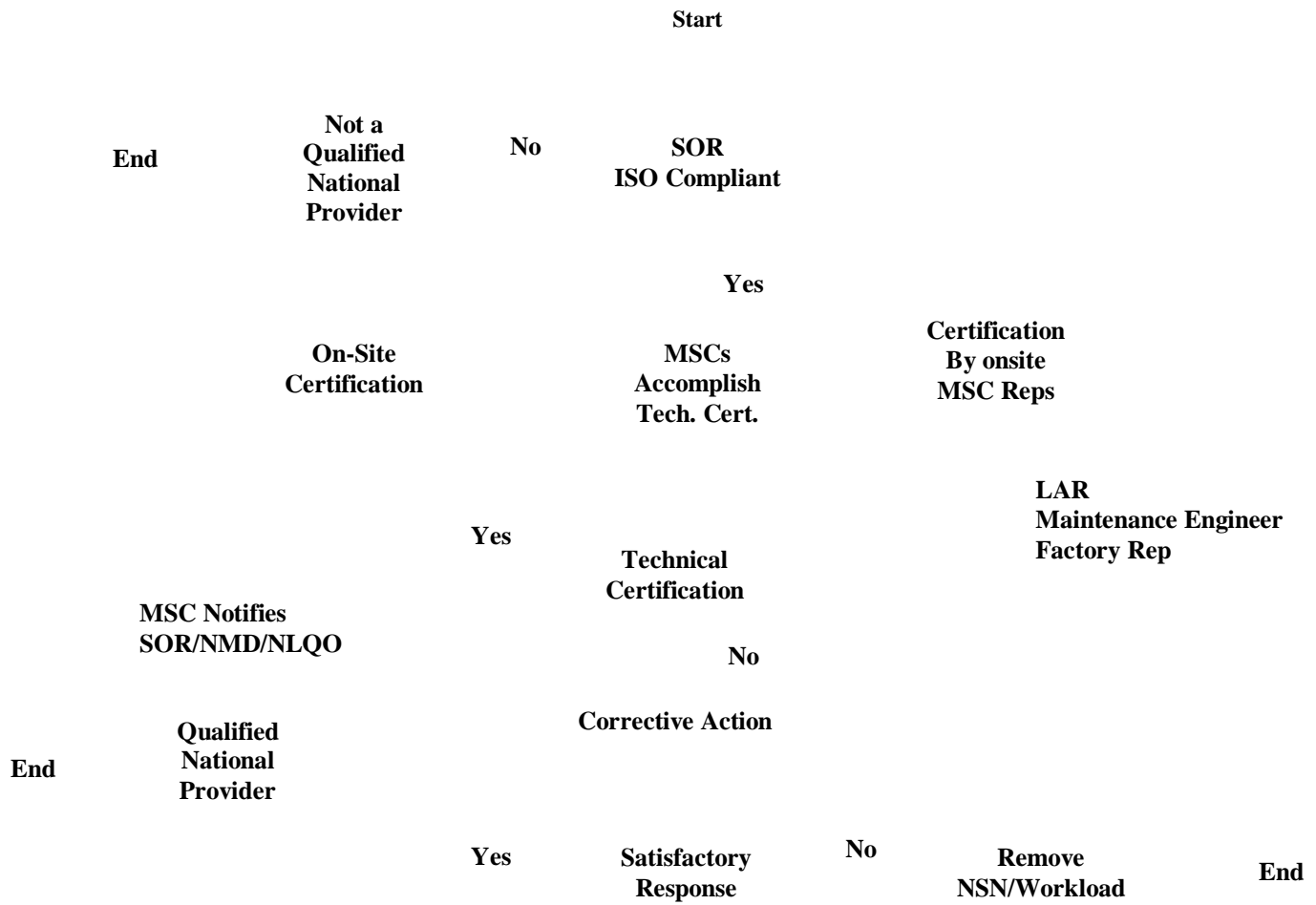
Date

**Gerald Bates, Jr.**  
**Colonel, GS**  
**Director, Maintenance Management**

**Figure 6-8 ISO Compliance Process**



**Figure 6-9 Technical Certification Process**



**Figure 6-10 Technical Certification Checklist**

<b>I. FACILITIES</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
<b>A. Work and Storage Area</b>			
1. Does the facility meet the specified requirements for cleanliness?			
2. Are there clean rooms, laminar flow benches, dust mats?			
3. Is special clothing required in the clean room?			
4. Is food, drink, or smoking allowed?			
5. Is there scheduled cleaning and scheduled maintenance?			
6. Are there monitoring devices and are they calibrated?			
7. Is there a dark room for testing night vision devices?			
8. Are there screen rooms to isolate electronic signals?			
9. Is there a laser safe room/area and is it secure?			
10. Are there isolated/secure areas for radioactive material?			
11. Is the building area sufficient for all work and storage requirements?			
12. Has the facility received any safety violations or citations?			
13. Is there a storage area for repair parts?			
14. Are appropriate welding, cleaning, coating and finishing equipment available to accomplish NMP standard or has provisions been made to subcontract work for which they have no capability?			
15. Are cleaning and coating tanks controlled/monitored IAW governing specifications and chemical manufacturer's instructions?			
<b>B. Environment (Work and Storage Areas)</b>			
1. Is the environment controlled in accordance with the requirements?			
2. Are temperature and humidity controlled evenly in the work area?			
3. Is there a problem with moisture accumulation?			
4. Are there monitoring devices and are they calibrated?			
5. Does the facility meet and pass the pollution control/prevention program?			
<b>C. Security (Work and Storage Areas)</b>			
1. Does the facility meet specified security requirements?			
2. Does the building/work area have an alarm system?			
3. Are there areas to work, store, and secure classified Equip.			
4. Are there areas to store and secure classified/critical components?			
5. Do personnel in the facility have proper security clearances?			
6. Does the facility have proper control of shipping/handling classified equipment and components?			

<b>I. FACILITIES (cont.)</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
<b>D. Handling (Work and Storage Areas)</b>			
1. Are special handling and storage procedures in effect?			
2. Are electrostatic discharge procedures (ESD) in effect?			
3. Are there mats and hand straps in use?			
4. Are ionization units required and in use?			
5. Are ESD procedures used receiving and transporting ESD material?			
6. Is any radioactive material in use?			
7. Are there isolated/secure areas for radioactive material?			
8. Are there monitoring devices and are they calibrated?			
9. Is there a standard Quality Control Procedure at the facility?			
10. Does the facility have a process workflow in place?			
11. Is there a system in place to keep track of repair parts stock?			
12. Does the facility have a process for reordering parts at the re-order point?			
13. Does the facility have scrap and residue disposal procedures?			
14. Are scrap and residue disposal procedures IAW the legal requirements?			

<b>II. TECHNICAL PROFICIENCY OF WORKFORCE</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
<b>A. Certifications/Licenses</b>			
1. Are they current?			
2. Do they reflect the skills required for this facility?			
3. Will renewal interfere with production or testing?			
<b>B. Training</b>			
1. Does the training reflect the skills required to perform the work?			
2. Is the training current?			
3. Is a training schedule available and current?			
<b>C. Experience</b>			
1. Years performing troubleshooting, repair, and analysis?			
2. Years working with the same or similar equipment/systems?			
3. Operation and repair of inspection/test equipment?			
4. Are personnel cross-trained to perform duty of others?			
5. Is there an intern program to assure program continuation?			
6. Does the facility have the sufficient manpower to meet our repair requirements?			

<b>III. TOOLS AND TEST EQUIPMENT</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
<b>A. Primary</b>			
1. Are they adequate to perform the work?			
2. Are there enough on hand to perform the current work?			
3. Are they on site or stored elsewhere?			
4. Are they maintained properly and kept in working condition?			
5. Are they calibrated or checked for accuracy?			
6. Are calibration documents, tags, and stickers visible?			
<b>B. Special Tools/Equipment (Depot, One Time Use, etc)</b>			
1. Are they on site or stored elsewhere?			
2. Does the activity own the tools and equipment?			
3. If owned, are they maintained?			
4. If leased, are they available immediately?			
5. Are they calibrated or checked for accuracy?			
6. Are calibration documents, tags, and stickers visible?			
<b>C. Inspection and Test (Gages, Measuring Devices, etc)</b>			
1. Are the devices calibrated or checked for accuracy?			
2. Are calibration documents, tags, and stickers visible?			
3. Are the devices available when required?			
4. Do the devices belong to the technician?			

<b>IV. DOCUMENTATION</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
<b>A. Overhaul/Repair</b>			
1. Is there a technical library?			
2. Are TM's, DMWR's, commercial manuals, etc. on site?			
3. Are the manuals up to date?			
4. Are there drawings and specification sheets?			
<b>B. Test Equipment Operation</b>			
1. Are there commercial/government manuals on site?			

<b>V. SPECIAL REQUIREMENTS</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
1. Are spare parts procured from approved sources only?			
2. Are waste products disposed of IAW current State and Federal EPA regulations?			
3. Have testing activities been verified?			

<b>VI. VALIDITY OF REPAIR PROCESSES</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
1. Have all special processes been identified and documented?			
2. Is a First Article Test required?			

Figure 6-11 Sample Technical Certification Report



**MSC Letterhead**

REPLY TO  
ATTENTION OF

MSC Tech Cert Office Symbol

Date

MEMORANDUM FOR

SUBJECT: Report of Technical Certification at Ft Army, USA, Date.

1. Purpose: To summarize results of the (Cite the date) MSC Technical Certification of the Ft Army, USA Directorate of Logistics, MD by (State the MSC).

2. Key Attendees:

3. Discussion:

a. This report summarizes results of subject Technical certification and identifies findings and observations. Information contained in this report was previously provided to Chief DOL Maintenance Division during the out-briefing conducted (Cite the date). Any information contained in this report not previously addressed, contact the undersigned.

b. Prior to this Technical certification the National Logistics Qualification Office conducted an ISO compliance audit (Cite the date) and found the DOL to be in compliance with ISO 9001:2000 Standards. An annual surveillance conducted (Cite the date) confirmed that the DOL is maintaining their quality management system in a satisfactory manner

c. Ft Army's capability was evaluated for the following NSN(s):

NSN

Nomenclature/Weapon System

National Standard #

4. This Technical certification reports contains three types of findings:

a. **Major Nonconformance:** A serious process/product deficiency that could adversely affect the quality of products and/or services. It could be the absence or complete breakdown of the required function. This type of finding requires a report of corrective action. There were no (6) Major Non-Conforming findings.

b. **Minor Nonconformance:** A temporary failure of a process or product to meet requirements of the quality assurance system but not significant enough to be a major issue. This type of finding also requires a report of corrective action. There were four (4) Minor Non-Conforming findings.

c. **Observation:** Any situation, incident, finding, or practice that, while not impacting integrity or violating contractual requirements, by its existence, is worthy of recording for future review. This type of finding does not require a report of corrective action. There were three (3) recorded Observations during the audit.

5. Findings and Observations:

a. Major Nonconformance: For each Major Nonconformance do the following:

Describe the standard to be achieved  
Describe the finding  
Make a recommendation for correction

b. Minor Nonconformance: For each Minor Nonconformance do the following:

Describe the standard to be achieved  
Describe the finding  
Make a recommendation for correction

c. Observations

Describe the observation  
Make any appropriate recommendation

6. Ft Army DOL has 15 working days from the date of receipt of this report to respond to the nonconformances discussed in the report or Ft Army DOL is approved to repair items listed in para. 3.c. above to identified standards.

7. The Point of Contact for this audit is (Cite the name, phone number and email).

//s//  
MSC Tech Cert Authenticator  
Title

CF: HQAMC, NMD  
MSC NMP Office  
NMP POC MACOM/IMA Region (as applicable)  
NMP POC NGB Office (as applicable)  
NLCO (as applicable)  
IMR (as applicable)

Figure 6-12 Sample Technical Certification Memorandum



MSC Letterhead

REPLY TO  
ATTENTION OF

MSC NMP Office Symbol

Date

MEMORANDUM FOR

SUBJECT: Technical Certification

1. Congratulations for a job well done. With this memorandum your facility is certified as capable of repairing the following NSN(s) to the identified standard.

NSN

Weapon System

National Standard #

MSC

The Technical certification rating was effective (show date here) and will remain in effect for three years from this date unless rescinded sooner by the National Maintenance Manager. Additional certifications may take place as required for FY XX awarded workload by the same or other MSCs.

2. Your continued interest in the National Maintenance Program reflects most favorably on your entire organization and its leadership.

3. POC for this action is (Cite name, telephone number and email of the audit POC).

//S//  
MSC National Maintenance POC  
Title

CF: HQAMC, NMD  
NMP POC MACOM/IMA Region (as applicable)  
NMP POC NGB Office (as applicable)  
NLCO (as applicable)  
IMR (as applicable)

Figure 6-13 Sample Designation as Qualified National Provider Memorandum



**DEPARTMENT OF THE ARMY**  
**HEADQUARTERS, U.S. ARMY MATERIEL COMMAND**  
**9301 CHAPEK ROAD**  
**FORT BELVOIR, VA 22060-5527**

REPLY TO  
ATTENTION OF

AMCOPS-SMN

Date

MEMORANDUM FOR

SUBJECT: Designation as Qualified National Provider

1. Reference:

- a. AR 750-1
- b. AMCOPS-SM Memorandum, Subj. Memorandum of ISO Compliance
- c. MSC Memorandum, Subj. Memorandum of Technical Certification

2. The Army Materiel Command is charged by the Department of Army to be its National Maintenance Manager. Providing quality products and services to our customers is mandatory for successful mission execution. Successful completion of an external compliance audit and technical certification confirms your ability to perform all work to a national maintenance repair standard and meets the requirements to be awarded the designation of Qualified National Provider.

3. The National Logistics Qualification Office has determined that your Quality Management System is in compliance with the provisions of ISO 9001:2000. (State MSC here) has/have certified your facility to overhaul the following NSNs to the national maintenance repair standard.

NSN

Nomenclature/Weapon System

National Standard #

4. With this Memorandum you are hereby officially acknowledged to be a Qualified National Provider for these items. This designation is effective (show date here) and will remain in effect for three years from this date unless rescinded earlier by the National Maintenance Manager. (State MSC) will notify you when to begin repairing to the national standard.

5. Your continued interest in the National Maintenance Program reflects most favorably on your entire organization and its leadership.

6. POC for this action is (Cite name, telephone number and email of the audit POC).

//s//  
Colonel, GS  
Director, Maintenance Management

CF: NMP POC MSC  
NMP POC MACOM/IMA Region (as applicable)  
NMP POC NGB Office (as applicable)  
NLCO (as applicable)  
IMR (as applicable)

Figure 6-14 Sample Qualified National Provider Certificate



## **Directorate of Logistics Fort Hood, TX**

**is designated as a National Maintenance Program**

**Qualified National Provider  
For Engine  
NSN 1234-00-124-5390**

**This designation is effective for the period  
27 May 04 Through 26 May 07.**

**Date**

**Gerald Bates, Jr.  
Colonel, GS  
Director, Maintenance Management**

**Figure 6-15 Sample Conditional Technical Certification Memorandum**



**MSC Letterhead**

REPLY TO  
ATTENTION OF

MSC NMP Office Symbol

Date

MEMORANDUM FOR

SUBJECT: Conditional Technical Certification

1. This is formal notification that your repair facility is granted conditional technical certification to repair the following items to the national maintenance repair standard.

NSN

Nomenclature/Weapon System

National Standard #

(List all NSNs being repaired by the addressee where the MSC has funded repairs to the national maintenance repair standard before conducting a formal technical certification.)

2. This conditional technical certification rating is effective the date of this correspondence and is valid until the formal technical certification process is completed in accordance with the procedures outlined in chapter 6 of the National Maintenance Management (NMP) Business Process Manual (BPM). The technical certification for your activity is scheduled for (enter month and year). Specific dates will be coordinated with you well in advance of the event.

3. The U.S. Army Materiel Command is designated as the National Maintenance Manager per AR 750-1. As such, USAMC is responsible for ensuring that non-depot maintenance facilities possess the necessary facilities, tools, TMDE, skills, and manpower to repair to the national maintenance repair standard. This conditional technical certification memorandum serves as the first step towards formal technical certification.

4. The point of contact is (cite name, telephone, and e-mail of the MSC POC).

//s//  
MSC NMP POC  
Title

CF: HQAMC, NMD  
NMP POC MACOM/IMA Region (as applicable)  
NMP POC NGB Office (as applicable)  
NLCO (as applicable)  
IMR (as applicable)

**Figure 6-16 Sample Official Memorandum of Notification**



**DEPARTMENT OF THE ARMY**  
**HEADQUARTERS, U.S. ARMY MATERIEL COMMAND**  
**9301 CHAPEK ROAD**  
**FORT BELVOIR, VA 22060-5527**

REPLY TO  
ATTENTION OF

AMCOPS-SMN

Date

MEMORANDUM FOR

SUBJECT: Official Notification

1. Reference: National Maintenance Program Business Process Manual (see AKO for current version)
2. This paragraph will provide the background of the actions including the nonconformances detected in the quality management system or technical capability resulting in the Official Memorandum of Notification.
3. This paragraph will summarize the actions taken by both parties, with the resultant request for action to resolve the non-conformances described in the above paragraph.
4. This paragraph will give the qualified national provider 5 working days from the date of receipt of the memorandum to respond with the Corrective Action Plans addressing each non-conformance. The memorandum will also clearly state that failure to satisfactorily respond may result in disqualification of the QNP. Disqualification means all workload affected by the disqualification will be removed and awarded to a qualified national provider.
5. This memorandum will list the NMD/NLQO and MSC POCs for the action including telephone numbers (commercial and DSN) and email address.

//s//  
Colonel, GS  
Director, Maintenance Management

CF: NMP POC MSC  
NMP POC MACOM/IMA Region (as applicable)  
NMP POC NGB Office (as applicable)  
IMR (as applicable)

Figure 6-17 Sample Memorandum of Disqualification



**DEPARTMENT OF THE ARMY**  
**HEADQUARTERS, U.S. ARMY MATERIEL COMMAND**  
**9301 CHAPEK ROAD**  
**FORT BELVOIR, VA 22060-5527**

REPLY TO  
ATTENTION OF

AMCOPS-SMN

Date

MEMORANDUM FOR

Subject: Disqualification

1. References:

- a. National Maintenance Program Business Process Manual (See AKO for current version)
- b. AMCOPS-SM memorandum, Subject Official Memorandum of Notification, date.

2. This paragraph will provide the specific background of the actions of the qualified national provider (QNP) including all non-conformances detected in the quality management system or QNP capability that resulted in the Official Memorandum of Notification. It will further summarize all actions taken to date.

3. This paragraph will reference the Official Memorandum of Notification highlighting the content of the memorandum including the deadline for response by the QNP. The QNP will be reminded that the NMD either has no record of response to the referenced Official Memorandum of Notification or the response was unsatisfactory.

4. This is a partial/total disqualification. Effective immediately, Ft Army, USA, due to process or product failures, is no longer a QNP for the following NSN(s). This workload will be removed NLT (Specify date). Upon receipt of this memorandum all work will cease on the NSNs listed below. Disposition information will be forthcoming.

NSN

Nomenclature/Weapon System

5. Re-qualification requires the following steps (Select b and/or c as applicable):

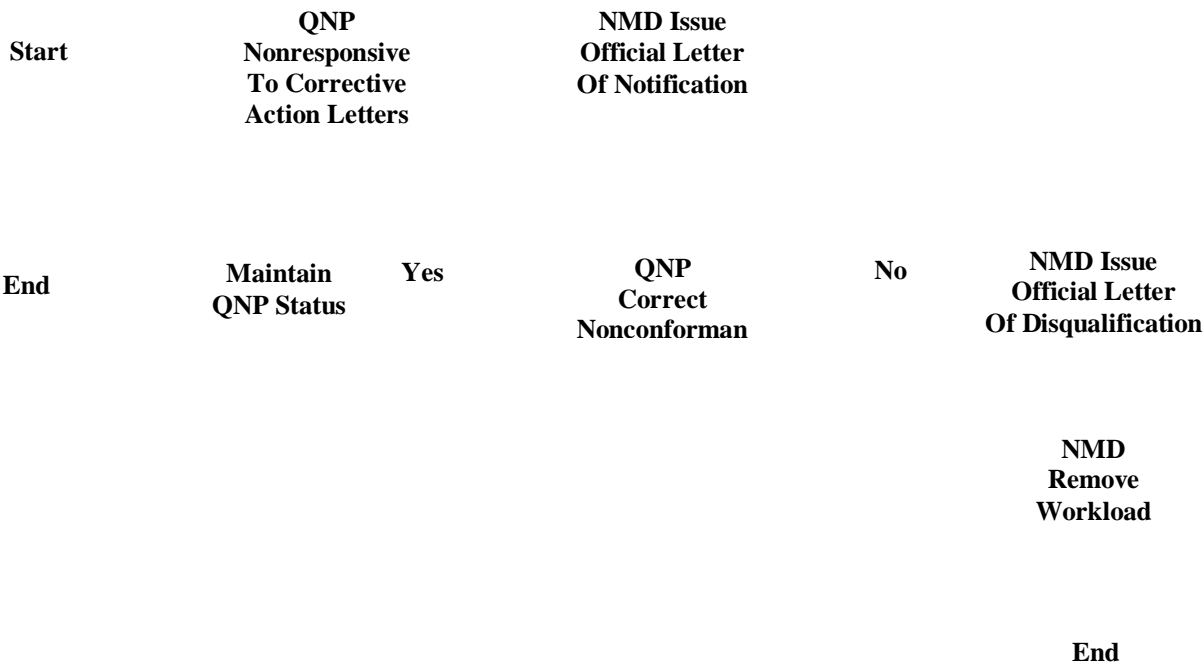
- a. Address all nonconformances in the form of corrective action plans as requested in the Official Memorandum of Notification.
- b. Be subject to an External Compliance Audit by NLQO (process failure).
- c. Be subject to technical certification by the respective MSC (s) (product failure).
- d. Fund all costs associated with re-qualification.

6. POC for this action is (Cite name, telephone number and email of the audit POC).

//s//  
Colonel, GS  
Director, Maintenance Management

CF: NMP POC MSC  
NLCO (as applicable)  
IMR (as applicable)

Figure 6-18 Qualified National Provider Disqualification Process



## Chapter 7

### National Maintenance Program Automation System

#### 7-1. Scope

This chapter provides an overview of the National Maintenance Program (NMP) automation system, its principal functions, process flows, interfaces, systems administrative tasks, system change management procedures, a data element dictionary, and a work order status code table that aids in program management.

#### 7-2. References

- a. User Guides for the Army Electronic Product Support (AEPS) are available from the AEPS website, URL <http://aeps.ria.army.mil/aepspublic.cfm>, or within the AEPS function on the NMP E-Desk.
  - (1). Electronic Deficiency Reporting (EDRS) User Guide.
  - (2). Labor Rate Table User Guide.
  - (3). Maintenance Expenditure Limit (MEL) User Guide.
  - (4). Maintenance Workload File (MWF) User Guide (includes the MWF and the Cross Reference (X-REF) process).
  - (5). Military Interdepartmental Purchase Request (MIPR) User Guide (includes the MIPR and the Non-Depot Production Chart process).
  - (6). Data Dictionary for Non-Depot Production Charts.
- b. User and Operator Manuals for the Commodity Command Standard System (CCSS) Automated Data Systems are available from the Team Logistics Modernization Program (LMP) St. Louis website, URL <http://stlouis.wlmp.com/>.
  - (1). ADSM 18-LDA-JBG-ZZZ-UM-06, General Support Workload.
  - (2). ADSM 18-LDA-JBG-ZZZ-OM-754, General Support Workload (GSWKLD).
  - (3). ADSM 18-LDA-JBG-ZZZ-OM-784, General Support Workload Outbound (GSWKLDO).
  - (4). ADSM 18-LDA-JBG-ZZZ-OM-785, General Support Workload Inbound (GSWKLDI).
  - (5). ADSM 18-LDA-JBG-ZZZ-OM-786, General Support Workload Financial (GSWKLDF).
  - (6). ADSM 18-LDA-JBG-ZZZ-OM-787, General Support Workload Daily (GSWKLDD).
  - (7). ADSM 18-LDA-JBG-ZZZ-OM-788, General Support Workload Monthly (GSWKLDM).
  - (8). ADSM 18-LDA-JBG-ZZZ-OM-789, General Support Workload Yearly (GSWKLDY).

#### 7-3. General

The NMP automation system of record for AMC's non-depot maintenance data is the Logistics Integrated Database-Maintenance Module (LIDB-MM). The LIDB-MM, located at the Logistics Support Activity, Huntsville, AL, is the data warehouse for maintenance data in support of the NMP program. The ad-hoc query capability is provided via Web Discoverer, an Oracle browser. The LIDB-MM receives and formats data from the Standard Army Management Information Systems (STAMIS) and non-standard systems. It also provides management outputs to the Army Electronic Product Support (AEPS) for Commodity Command Standard System (CCSS) application processing. The Web Discoverer, utilizing LIDB-MM Maintenance Data Tables and the AEPS NMP E-Desk provide National and Field Managers with web enabled automation tools that will aid in program management and assist in making better-informed decisions. These systems provide the Item Managers increased visibility of the items they are managing through direct access to LIDB Tables through Web Discoverer and through the data feeds from LIDB to AEPS, into CCSS. These systems provide an interim integrated capability until full NMP automated functionality is incorporated in the Logistics Modernization Program (LMP).

#### 7-4. Data Management

- a. Standard Army Retail Supply System (SARSS) - SARSS is part of the Standard Army Management Information System (STAMIS) and it supports Army field supply operations. This includes all active Army units, Army installations, and reserve components. SARSS is comprised of four integrated systems.
  - (1). SARSS-1 at the Supply Support Activity (SSA) level. Provides supply support for NMP non-depot Maintenance Activities (MAs).
  - (2). SARSS-2AD at the division, separate brigade, or Armored Cavalry Regiment (ACR), Materiel Management Center (MMC) level.
  - (3). SARSS-2AC/B is the Corps/Theater Automated Data Processing Service Center (CTASC).
  - (4). SARSS-Gateway, which has visibility of the entire SARSS domain.
- b. Standard Army Maintenance System (SAMS) - SAMS is part of the STAMIS. It automates maintenance management, information and data collection functions and consists of two different operating systems:

(1). SAMS REHOST. The current version of SAMS REHOST software is 11.06 and sends the detail repair data reporting to LIDB-MM in support of NMP requirements.

(a). SAMS-1 at the DS/GS Maintenance Company automates shop operations. In addition, SAMS-1 systems are used at installation maintenance activities in Europe, Korea, FT Campbell, FT Rucker, and all National Guard full time maintenance activities (CSMS and MATES).

(b). SAMS-2 at the Battalion/Brigade/Division level provides mid-level maintenance management and readiness visibility. SAMS-2 forwards the NMP detail data from SAMS-1 to LOGSA weekly.

(2). SAMS-I/TDA at the Installation Maintenance Activity automates shop operations. SAMS-I/TDA forwards the NMP detail data to LIDB-MM daily.

c. Non-Standard Maintenance Systems - Non-standard maintenance systems are utilized at Ft. Hood, Army National Guard (ARNG) Aviation Classification and Repair Activity Depots (AVCRAD) and in Korea. These non-standard systems are required to forward NMP data, in the SAMS-1 format, to LIDB-MM daily.

d. Logistics Integrated Data Base-Maintenance Module (LIDB-MM) – Data warehouse for maintenance data in support of the NMP program. The ad-hoc capability is provided via Web Discoverer, an Oracle browser. This system receives maintenance work order data from the field automated maintenance system on a daily or weekly basis with the data feeds being homogenized into a single data format. Web Discoverer Users Guide is located at the following URLs:

(1). Web Discoverer Users Guide - When accessing the User's Guide, you will be asked by Oracle to sign up to access the information. This is a free service.

(a). HTML version of User's Guide: [http://download-east.oracle.com/docs/html/A86732\\_01/toc.htm](http://download-east.oracle.com/docs/html/A86732_01/toc.htm)

(b). PDF version of User's Guide: [http://download-east.oracle.com/docs/pdf/A86732\\_01.pdf](http://download-east.oracle.com/docs/pdf/A86732_01.pdf)

(c). The tutorial and user's guide is also available from links on the Discoverer start page.

(2). NMP Data Dictionary – A NMP Data Dictionary, further defining the tables contained in Web Discoverer (NMP Detail Maintenance Data), is located within the “Maintenance Management” block on the LOGSA WebLog Page: <http://weblog.logsa.army.mil/index.shtml>.

(3). Every effort should be made to enter correct work order information into the Maintenance Management STAMIS used by the NMP MA. When there is a problem with incorrect or missing closed work order data fed from the STAMIS, the ability to correct the record exists using the LIDB-MM Work Order Number (WON) edit capability discussed in Appendix D of this manual.

e. Army Electronic Product Support (AEPS) – The AEPS is the designated primary logistics web information portal for AMC. AEPS provides a web-enabled capability for NMP information available from the NMP E-Desk. The NMP information includes the following:

(1). The Electronic Deficiency Reporting System (EDRS) enables Department of Defense personnel to submit quality deficiency reports over the Internet through the AEPS web site. These reports are then processed by the appropriate AMC MSC, where they are reviewed, investigated, closed out, and an electronic response sent back to the submitting activity. The submitter will have the capability to track the status of each report submitted through this system.

(2). Maintenance Cross Reference File (X-Ref) – Central directory of non-depot level maintenance activities by Department of Defense Activity Address Code (DODAAC) and Unit Identification Code (UIC), cross-referenced to SSA DODAAC and Routing Identifier Code (RIC).

(3). Maintenance Workload File (MWF) – Controls flow of NMP non-depot maintenance unserviceable assets received at a SARSS SSA to a designated non-depot MA, provides national visibility of the Direct Support/Reparable Exchange (DS/RX) workload, and is used to validate the DS/RX National Item Identification Numbers (NIINs) on the SARSS Operation Maintenance Army (OMA) NIIN Table. The MWF is in Document Identifier Code (DIC) BTW transaction format. The MWF process flow is provided at Figure 7-1-3. The following rules explain how the Army Electronic Product Support (AEPS) and SARSS will use the MWF process to retrograde Army Working Capital Fund (AWCF) GS unserviceable assets.

(a). AEPS will assign a Primary Source of Repair (PSOR) “P” designator to GS BTWs as follows. If there is only one non-depot repair program per region for a specific NIIN, a PSOR “P” designator will be entered in the Repair Source, DIC BTW, RP 41. If there are multiple GS non-depot repair programs in the same region for a specific NIIN, AEPS will use the Quantity Maintenance Capability, DIC BTW, RP 25-34, and assign the PSOR “P” designator to the BTW record with the largest quantity. If the Quantity Maintenance Capability, DIC BTW, RP 25-34, is equal, the PSOR “P” designator assignment will default to alphabetic order by MA DODAAC. AEPS will review the MWF PSOR “P” designators daily, and will subtract the work in process and completed work order information received from LIDB-MM from the Quantity Maintenance Capability to determine the largest quantity. This calculation is done to determine which BTW record receives the PSOR “P” designator only. No adjustment is made to the Quantity Maintenance Capability, DIC BTW, RP 25-34. Manual adjustment of the PSOR “P” designator can also be accomplished using the AEPS MWF interactive process. AEPS will combine the GS BTW transactions received from

the Commodity Command Standard System (CCSS) and the DS/RX BTW transactions received through the AEPS batch or interactive process and push an annual/daily MWF in Document Identifier Code (DIC) BTW transaction format containing all regions as required to the SARSS Gateway (GW).

**Note**

**Forward Repair Activities (FRAs) established in support of a theater of operations are excluded from the PSOR "P" designator logic.**

**Note**

**Repair programs for the Team Armor Partnership (TAP) FRAs are not loaded in the CCSS/GSWKLD, but DIC BTW transactions are staged in the AEPS MWF via batch processing to ensure the flow of unserviceable assets to the TAP facility.**

(b). SARSS GW sends MWF BTWs to all Corp Theater Automated Data Processing Support Center (CTASCs) in the Continental U.S. (CONUS) and Outside the Continental U.S. (OCONUS), and CTASC subsequently pass to all subordinate SARSS levels.

(c). SARSS MAPLOC rules apply first, before attempting to ship across regions. In SARSS, use the first position of the SARSS MAP-LOC data element, and SARSS1 Unit Unique Parameter/Department of Defense Activity Address Code (UUP)/DODAAC) to identify Supply Support Activities (SSAs) regions. (SARSSA2AD and SARSS2AC managers must update as required).

(d). Deployed SSAs, must modify the SSA's MAP-LOC to equal the local MAP-LOC of its deployed region. (SARSSA2AD and SARSS2AC manager must update SARSS as required).

(e). If there is no PSOR "P" Designator for a specific NIIN within the MWF, all SSAs will utilize the Automatic Return Item List (ARIL) to determine whether or not to ship or report via FTE process.

(f). If there is one PSOR within the MWF with a region code of "E", then all SSAs with region code of "E" or "W" will ship to that one East PSOR. SSAs with region codes "K" or "R" or "P" will ship to the PSOR in their region, or if no PSOR for that NIIN, utilize the ARIL to determine whether or not to ship or report via FTE process.

(g). If there is one PSOR within the MWF with a region code of "W", then all SSAs with region code of "E" or "W" will ship to that one West PSOR. SSAs with region codes "K" or "R" or "P" will ship to the PSOR in their region, or if no PSOR for that NIIN, utilize the ARIL to determine whether or not to ship or report via FTE Process (Same as (f), with West "W" variation)

(h). If there is one PSOR within the MWF with a region code of "K", then all SSAs with region code of "K" will ship to that one PSOR. SSAs with region codes "E" or "R" or "P" or "W" will ship to the PSOR in their region (Except as noted in (f) & (g) above for region code "E" and "W"), or if no PSOR for that NIIN, utilize the ARIL to determine whether or not to ship or report via FTE process.

(i). If there is one PSOR within the MWF with a region code of "P", then all SSAs with region code of "P" will ship to that one PSOR. SSAs with region codes "E" or "K" or "R" or "W" will ship to the PSOR in their region (Except as noted in (f) and (g) above for region code "E" and "W"), or if no PSOR for that NIIN, utilize the ARIL to determine or not to ship or report via FTE process.

(j). If there is one PSOR within the MWF with a region code of "R" then all SSAs with region code of "R" will ship to that one PSOR. SSAs with region codes "E" or "K" or "P" or "W" will ship to the PSOR in their region (Except as noted in (f) and (g) above for region code "E" and "W"), or if no PSOR for that NIIN, utilize the ARIL to determine whether or not to ship or report via FTE process.

(k). If there are multiple PSORs, but is not within the same region, then ship to PSOR within SSA's region.

(l). If there are multiple PSORs, and there is a PSOR within a region code of "E" and the processing SSA's region is "W" and there is no PSOR within a region code of "W", then ship to East PSOR.

(m). If there are multiple PSORs, and there is a PSOR within a region code of "W" and the processing SSA's region is "E" and there is no PSOR within a region code of "E", then ship to West PSOR.

(n). If there are multiple PSORs, and there are none within the processing SSA's region and (l) and (m) are not true, utilize the ARIL to determine whether or not to ship or report via FTE process.

(o). At the PSOR (SARSS1) Direct work order to the DIC BTW's MA DODAAC.

(p). OMA NIIN DS/RX does not play in the retrograde of shipment outside of its region.

(4). Military Departmental Purchase Request (MIPR) Application – Provides an automated systems link between National and Field level managers to communicate workload authorization funding, acceptance, rejection, and billing data for NMP non-depot maintenance programs.

(5). NMP Points of Contact – Resource to identify phone numbers and E-mail addresses for the AMC National Maintenance Division (NMD), AMC Corps Theater ADP Service Center (CTASC) Representative, AMC G3 Logistics Integration Cell, Installation Maintenance Representatives (IMR), Installation Supply Representatives (ISR), MIPR, AMCOM – Life Cycle Management Command (LCMC), CECOM C-E – Life Cycle Management Command (LCMC), TACOM – Life Cycle Management Command (LCMC), National Logistics Coordination Offices (Worldwide) for Bragg and Europe, and National Logistics Quality Office (NLQO).

(6). NMP Production Reports – Displays metrics and status reports used to monitor non-depot level programs, funding, and production schedules.

(7). National Maintenance Repair Standards (NMRS) – The central repository for NMP national repair standards.

(8). Maintenance Expenditure Limit (MEL) – Capability to manage repair costs through the identification of economic expenditure limits and to initiate and monitor requests for MEL waivers as required.

(9). Training Material – Provides access to User Guides, Training Charts, and the NMP Business Process Manual.

f. CCSS General Support Workload (GSWKLD) - The GSWKLD has been designed and incorporated to allow AMC MSCs to manage and fund non-depot level maintenance programs. This on-line system interfaces with the AEPS and the LIDB. Changes incorporated as a result of NMP will also facilitate forecasting of non-depot repair to allow a manual load of the forecast non-depot level maintenance requirement from the CCSS Requirements Determinations and Execution System (RD&ES) studies into GSWKLD. GSWKLD user and operator manuals are available at URL <http://stlouis.wlmp.com>.

### Figure 7-1-1 Maintenance Workload File (MWF) DIC BTW Format

Regulation Change - AR 725-50, Requisition and Issue of Supplies and Equipment, Table E-190, DIC BTW, GSWKLD/AEPS/SARSS Transaction.

#### DIC BTW Format

<u>RP</u>	<u>Length</u>	<u>Data Element</u>	<u>Data Element Name</u>
1 – 3	3	DIC	DIC BTW Series Transaction
4 – 6	3	SSA RIC	Supply Support Activity Routing Identifier Code
7 – 7	1	Region CD	Region Code
8 – 11	4	FSC	Federal Supply Classification or first 4 positions of CAGE Code
12 – 20	9	NIIN	National Item Identification Number or 5th position of CAGE Code and 1 <sup>st</sup> 8 positions of the Part Number
21 – 22	2	Filler or PN	Filler or 9th and 10th position of Part Number
23 – 24	2	UI	Unit of Issue
25 – 34	10	Qty Maint Cap	Quantity of Maintenance Capability
35 – 40	6	Maint DODAAC	Maintenance Activity - Department of Defense Activity Address Code
41 – 41	1	Workload Code	Type Maintenance Request Code (DA PAM 738-750)
42 – 42	1	Repair Source	Indicates a primary repair source when a “P” is present
43 – 51	9	Filler	
52 – 55	4	Fiscal Year	Current Fiscal Year (yyyy)
56 – 66	11	Filler	
67 – 69	3	SOS RIC	Catalog Source of Supply
70 – 72	3	Filler	
73 – 79	7	Trans Date	Transaction Date (yyyymmdd)
80 – 80	1	TC	Transaction Code Values: “A” = Daily; “T” = Annual Total File Replacement

## Figure 7-1-2 LIDB Web Discoverer National Maintenance Program Data Table Descriptions

The following list identifies the tables contained within the Web Discoverer, National Maintenance Program business area.

- 1. ARMY DODAAC TABLE** - The Army DODAAC Table displays the descriptive information for each Army DODAAC.
- 2. ASSETS NON-MAJOR (NM) TABLE** - The Assets NM Table provides asset status data for all classes of supply ("2", "3", "4", "5", "7", "8", and "9"). The class 7 items that are listed in this table are not CBS-X reportable (i.e. RICC "2", "A", "B", "C", or "Z"). This table is updated 3 times a day, seven days a week (0100, 0700, and 1700) via the DZA transaction. The DZA's are received from SARSS, AMCISS, and CCSS.
- 3. CREDIT VALUE TABLE** - The Credit Value Table identifies the serviceable and the unserviceable credit values, by NIIN, that will be provided to the unit/activity responsible for turning in the item.
- 4. DETAIL REPORTERS TABLE** - The Detail Maintenance Reporter Table provides statistical data pertaining to the reporting activity for a specified reporting period. It is used to monitor data transmissions as well as track the frequency units submit data. The SAMS-Rehost units are required to submit data weekly and SAMS-ITDA units must submit daily. A Reporter is a unit that has submitted at least one file during the reporting period.
- 5. DODAAC ADDRESS TABLE** - The DODAAC Address table displays address information (Addressee, Address, City, State, and Zip Code) for each DODAAC. This table includes the TAC1, TAC2, and TAC3 addresses.
- 6. FISCAL YEAR AVERAGE (FY AVG)** - The FY Avg Table contains average performance data based on data contained in closed work order records. This table contains one row per year since the earliest appearance of the EQUIP NIIN. This table will list, by support UIC and Equipment NIIN, the total number of work orders completed, the total man-hours and average man-hours, total parts cost and average parts cost, and the total quantity repaired, condemned, and NRTS.
- 7. LIN TABLE** - The LIN Table provides description data pertaining to a specific LIN.
- 8. MAINTENANCE DEMAND SUMMARY TABLE** - The Maintenance Demand Summary Table contains data extracted from the LIDB Retail Demands Module. This table summarizes demands by DODAAC and NIIN by year and month. This table contains two years of demand data (based on Document Date). Only Demand Codes "R", "N", and "P" are included in the table ("R" = Recurring, "N" = Non-Recurring, "P" = Non-Recurring Demand for Special Program Requirements).
- 9. MONTHLY AVERAGE (AVG)** - The Monthly Avg Table contains average performance data based on data contained in closed work order records. This table contains one row per month since the earliest appearance of the EQUIP NIIN for the past 24 months. This table will list, by support UIC and Equipment NIIN, the total number of work orders completed, the total man-hours and average man-hours, total parts cost and average parts cost, total quantity repaired, condemned, and NRTS.
- 10. NATIONAL WORKLOAD TABLE** - The National Workload Table identifies the planned/projected repairs to be completed based upon Workload Analysis and awarding of the repair line to a SOR. This data is generated from the GS Workload production schedule files (one per IMMC) provided via the AEPS.
- 11. NMP CATALOG DATA TABLE** - The NMP Item Catalog Data Table provides the user a view of the most frequently used cataloging data elements for an item. This table contains all records that are currently stored in the LIDB Item Control Table plus the Acquisition Advice Code from the LIDB Item Data Table.
- 12. NMP FORCE DATA TABLE** - The NMP FORCE DATA Table contains data about a unit (UIC) such as the MACOM, Geographic Location, Unit Description, Station Name, and Army Component. This table allows you to create a Force level for your report. The data contained in this table is generated from the LIDB FORCE Module data tables. The data received from SORTS forms the basis of the force structure depicted in LIDB. This table contains records stored in the LIDB D\_UIC Table.

**13. NMP LIN NIIN TABLE** - The NMP LIN NIIN Table provides a cross reference of authorized Line Item Numbers (LINs) to the specific NIINs associated with the selected LIN. This table contains all records found in the LIDB Authorized Item (Auth\_Item) Table.

**14. PACKAGING REQUIREMENTS TABLE** - The Packaging Requirements Table indicates the applicable packaging reference based upon priority, level of protection, commercial packing prescription, and references to MIL-STD-2073.

**15. PARTS TABLE** - The Parts Table is a list of all parts that were consumed for each closed work order.

**16. PARTS REQUISITIONED TABLE** - The Parts Requisition table includes all the parts requisitioned for each work order in the WON Detail table that is still open.

**17. REIMB LABOR RATE TABLE** - The Reimbursable Labor Rate table provides the reimbursable labor rate for each maintenance activity that may perform reimbursable maintenance actions. Support UIC and Type Maintenance Code provide this reimbursable labor rate.

**18. REPAIR CYCLE TIME (RCT) BATCH** - The RCT Batch Table allows you to track the number of work order days, by work request status code. Each applicable status code, over the life of the work order, is identified.

**19. STATUS TABLE** - The Status Table lists work order status information by Work Order Number (WON). It lists the beginning and ending date for each applicable status code throughout the life of the work order.

**20. WON VIEW CURRENT TABLE** - The Work Order View Current Table lists work order information by work order number (WON). This table provides access to both open and closed work orders at the DS and GS levels for the current fiscal year plus previous fiscal year.

**21. WON VIEW ALL TABLE** – The Work Order View All table list work order information by work order number (WON). This table provides access to both open and closed work orders at the DS and GS levels for all years.

**22. PARTS REJECTS TABLE** – The Parts Rejects table list parts that were not loaded into the parts table because they failed a critical edit. The Parts Rejects table contains the complete parts record as well as a field identifying the reason for failure and the last updated.

**23. PARTS REQ REJECTS TABLE** – The Parts Requisitioned Rejects table list parts that were not loaded into the parts requisitioned table because they failed a critical edit. The Parts Requisitioned Rejects table contains the complete parts requisitioned record as well as a field identifying the reason for failure and the last updated.

**24. WON REJECTS TABLE** – The Work Order Rejects table list Work Orders that were not loaded into the Won View All or Won View Current table because they failed a critical edit. The Won Rejects table contains the complete work order record as well as a field identifying the reason for failure and the last updated.

**25. WON READINESS** – The Won Readiness table shows the days that the work order was non-mission capable for supply and maintenance.

**26. TASK TABLE** – The Task table shows the task performed on the work order by sequence number and description.

**27. MY TABLE** – The various forms of the My Table provide the creation of unique data for users to filter on. These tables have links to various other tables within Discoverer.

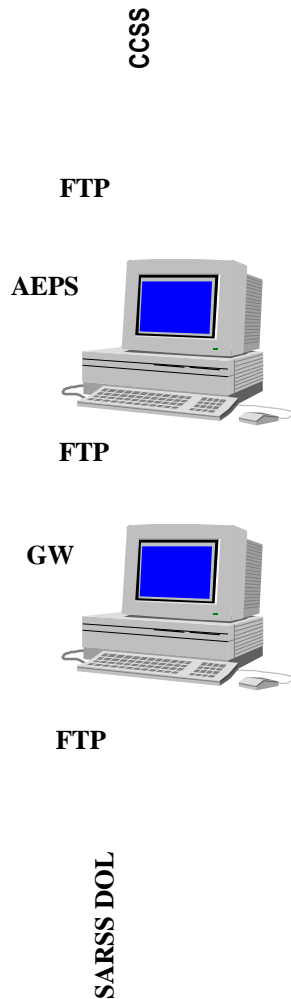
**28. INTERCHANGE SUBSTITUTE TABLE** - The Interchange and Substitute View/Table provides relationship information showing replacement or interchangeable items and the Order the stock will be exhausted from the supply system.

**29. MANUFACTURE PART** – The Manufacture Part Table provides relationship information showing the manufacture part number and cage code in relation to the NIIN.

**30. MAINTENANCE ACTIVITY REF** – The Maintenance Activity Reference tables provides the in the clear name of the maintenance activities within the National Maintenance Program.

**31. REFERENCE TABLES** - Reference tables have also been included within the Web Discoverer, NMP Detail Maintenance Data Business Area. The reference tables list codes and code descriptions of various codes utilized throughout the tables listed above.

**Figure 7-1-3 Maintenance Workload File (MWF) Process**



1. CCSS/GSWKLD will create an annual GS maintenance workload file (before 1 Oct) in a DIC BTW transaction format.
2. MACOMs will develop DX/RX NIINs and provide initial list to conversion team. Team will convert to DIC BTW format and send to AEPS. Year of Execution (YOE) changes will be made directly in AEPS.
3. AEPS will pull and consolidate 6 annual files from 5 MSC sites (SOS) (AMCOM – 2 files, CECOM – 1 file, TACOM-RI – 1 file, TACOM-WRN – 1 file, SBCCOM – 1 file), incorporate the MACOM DS/RX NIINs workload, and create 1 regional file (CONUS, EUSA, USAREUR, USARPAC).
4. Changes to the GS/DS maintenance workload will be identified in a daily MWF using the same process and format.
5. Annual and Daily MWF database (different file ID for each file) will reside in the AEPS NMP E-Desk.
6. AEPS will push two MWFs to the SARSS-GW (1 Annual and 1 Daily) with a different ID for annual vs. daily.
7. SARSS-GW will send MWF (annual/daily) to the CTASC SARSS-2AC/B.
8. SARSS-2AC/B will edit the annual/daily regional MWFs.
9. SARSS-2AC/B will update subordinate SARSS-1 Systems.
10. The BTW Planned Max Repair Capability and XML Counter in the SARSS MWF will control the flow of unserviceables to SOR.
  - a. Unserviceable issued to maintenance will increment the SARSS XML counter and NRTS/WO will decrement the SARSS XML counter, which allows another unserviceable to be job ordered to maintenance.
  - b. Capability, SARSS will stop generating XMLs.
11. Primary SOR Indicator of "P" will direct shipment of unserviceables to multiple SORs within each region or between East and West CONUS. The Primary SOR Indicator "P" logic does not allow shipment of unserviceables between CONUS and OCONUS non-depot maintenance activities.
12. Only the SARSS-1 SSA co-located with a SOR will have visibility of the BTW Planned Max Repair Capability and the XML Counter. When the max repair capability has been reached, the SSA will stop XMLs for that item and do the following:
  - a. Ship to the Primary SOR within its MAPLOC.
  - b. Ship to the Primary SOR not within the MAPLOC but within the same region.
  - c. If no Primary SOR Indicator of "P" within the same region, will ship to the Primary SOR in the opposite CONUS region. For OCONUS, there will be no shipment between regions.
  - d. If no Primary SOR Indicator of "P", SARSS will check the ARI List for retrograde to the repair depot. If not on the ARI List, unserviceable will be retained pending AMC MSC disposition instructions.
13. Primary SOR Indicator of "P" does not affect retrograde of unserviceables to non-depot maintenance Activities that are co-located with an SSA (within the same MAPLOC).

#### Notes

1. Forward Repair Activities (FRAs) established to support a theater of operations are excluded from the PSOR "P" designator logic.
2. Repair programs for the Team Armor Partnership (TAP) FRAs are not loaded in the CCSS/GSWKLD, but DIC BTW transactions are staged in the AEPS MWF via batch processing to ensure the flow of unserviceable assets to the TAP facility.

## 7-5. National Maintenance Program Process Description

The NMP planning and execution processes have been described previously in this Manual, but are described here to show the relationship to the Standard Army Management Information Systems (STAMIS), AEPS, and LIDB.

a. Planning & Validation. The NMP maintenance plan developed by the AMC MSCs is approved and submitted by AMC as part of the POM process. Prior to execution, the plan is revalidated based on the current national repair requirement, capabilities, costs, etc. The validated MSC plans are submitted to NLCO Bragg for consolidation, sent to AMC NMD for approval. AMC NMD will review and provide the finalized plan to the AMC MSC and MACOM/IMA, and installation MAs. The AMC MSC NMP manager will load the plan into CCSS GSWKLD. CCSS will provide the NMP Non-Depot Workload Plan to AEPS in DIC BTW transaction format for the Maintenance Workload File (MWF) for broadcast to the SARSS-GW. With the start of the fiscal year, the AMC MSCs will transmit funds in the form of an AEPS Electronic MIPRs to pay for the repair of the unserviceable assets according to the National Workload Distribution Plan. The unit repair cost data element in the GSWKLD System includes parts and man-hours (labor). The unit repair cost may be referred to as the Unit Funded Cost. CCSS will feed this data to AEPS and to LIDB-MM for the National Workload Table.

b. Execution. Unserviceable items are turned in to a Supply Support Activity (SSA). If the item is authorized for Army Working Capital Fund-Supply Management Army (AWCF-SMA) repair, it will be shipped to the AWCF-SMA SSA designated in the Maintenance Workload File (MWF). This may be local or at another installation. If local, a maintenance work order request is opened and the unserviceable item is moved to the Maintenance Activity (MA). If not local, the SSA will ship (inter-depot transfer) to the SSA supporting the MA. The SSA receives the item, a maintenance work order request is opened and the unserviceable item is moved to the MA. The MA repairs the item and then returns the item to stock. The MA performing work for the AWCF-SMA will use AWCF-SMA Type Maintenance Request Codes (TMRCs). An AWCF-SMA TMRC will be entered on all national work orders to insure collection of essential data in LIDB-MM, AEPS, and CCSS. Table B-20 of DA Pamphlet 750-8 has been updated with additional Type Maintenance Request Codes. However, NMP will only use the TMRC listed below, (1) through (9), until changes to STAMIS will allow full use of additional TMRC. The local maintenance systems, described in paragraph 7-4.b. and 7-4.c. above, record the maintenance work. The systems update LIDB-MM on a daily (SAMS-I/TDA, AMMMIS and ARMMIS) or weekly (SAMS REHOST) basis with the data feeds being homogenized into a single data format. LIDB-MM feeds selected work order data to AEPS for CCSS GSWKLD on-line system.

(1). "P" - AWCF-SMA Organic Reparable. Request for repair of an AWCF-SMA funded item by an organic GS or AVIM Labor Force.

(2). "Q" - AWCF-SMA Organic Reparable. Request for repair of an AWCF-SMA funded item by an organic DS or AVUM Labor Force

(3). "R" - AWCF-SMA Organic Equipment Change Package with NSN Change. Request for modernization of an AWCF-SMA funded item by an organic labor source, which results in an NSN change.

(4). "S" - AWCF-SMA Organic Equipment Change Package with NO NSN Change. Request for modernization of an AWCF-SMA funded item by an organic labor source, which results in no NSN change.

(5). "T" - AWCF-SMA Contractor Reparable. Request for repair of an AWCF-SMA funded item by a contractor GS or AVIM labor source.

(6). "U" - AWCF-SMA Contractor Reparable. Request for repair of an AWCF-SMA funded item by a contractor DS or AVUM labor source.

(7). "V" - AWCF-SMA Contractor Equipment Change Package with NSN Change. Request for modernization of an AWCF-SMA funded item by contractor labor source, which results in an NSN change.

(8). "W" - AWCF-SMA Contractor Equipment Change Package with NO NSN Change. Request for modernization of an AWCF-SMA funded item by contractor labor source, which results in No NSN change.

(9). "X" - AWCF-SMA DS/GS Military Training Support Repair Programs. Used to track items repaired by active duty and Army Reserve units (Camp Dodge, Ft. McCoy), annual training and inactive duty.

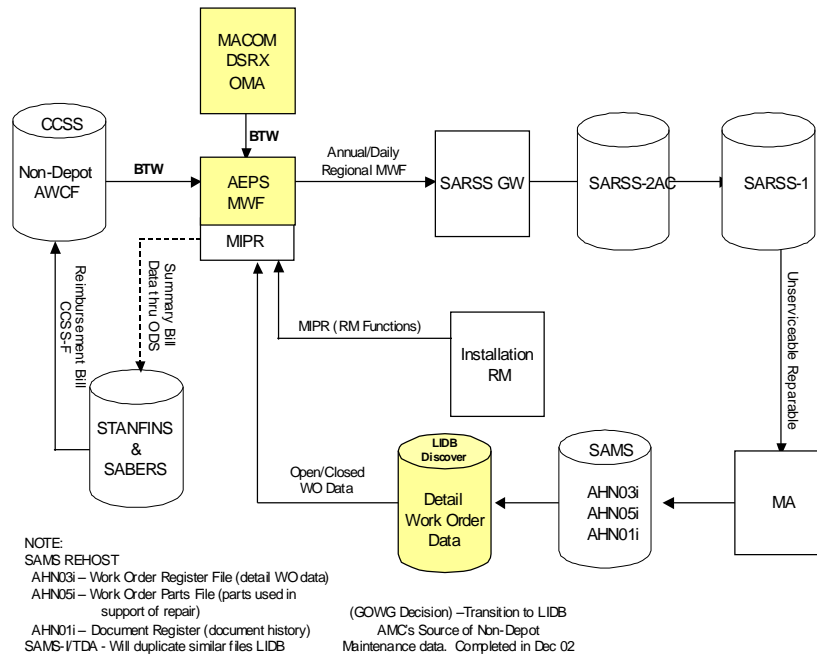
c. Finance. Completed work orders exported to CCSS GSWKLD enables the financial piece of the NMP system. Utilizing the AEPS server, funds are transmitted to/from the installation Resource Managers. Rejection/acceptance of the MIPR information transmits in the same manner. Billing information feeds back to the CCSS GSWKLD electronically.

### Note

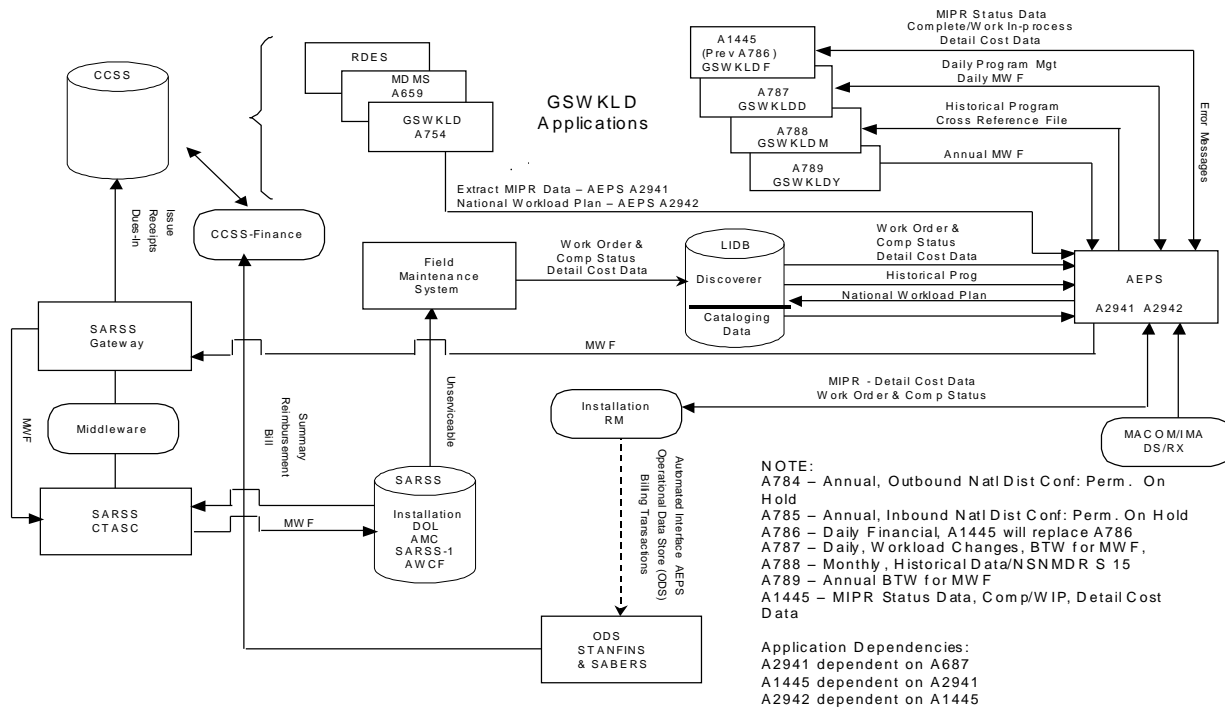
**Fund certification, obligation, and reimbursement billing occur in the CCSS financial files.**

d. Non-Depot Maintenance Workflow. See Figure 7-2-1 for current National Maintenance Non-Depot Maintenance Workflow and Figure 7-2-2 for National Maintenance Non-Depot Maintenance System Architecture.

**Figure 7-2-1 National Maintenance Non-Depot Maintenance Workflow**



**Figure 7-2-2 National Maintenance Non-Depot Maintenance System Architecture**



## 7-6. System Description

a. Automated Interface Requirements. The objective of the NMP automation system is to support the AWCF-SMA process. This is achieved by integrating logistics data files to provide horizontal visibility across maintenance and supply systems, using LIDB-MM as the central data repository and Web Discoverer, as the query tool. Legacy systems create data. The legacy systems are not integrated, cannot depict summary or historical information, nor can they pass that information directly into an NMP system. Integration is accomplished by daily or weekly file extracts to LIDB-MM from the various maintenance systems (SAMS-1, SAMS-I/TDA, AMMMIS, ARMMIS, etc.). Web Discoverer provides a Graphical User Interface (GUI) consisting of pull down windows, menus, and user applications. Table 7-1 shows the National Maintenance Management Interface Table.

**Table 7-1 National Maintenance Program Interface Table**

<u>Interface Partner</u>	<u>Data Type</u>	<u>Data Flow Direction</u>	<u>Communication Mechanism</u>
AEPS	GS Workload	AEPS to LIDB	FTP
AMMMIS	Maintenance Input (Ft. Hood)	AMMMIS to LIDB	FTP
ARMMIS	Maintenance Input (AVCRAD)	ARMMIS to LIDB	FTP
SAMS-I/TDA	Maintenance Input	SAMS-I/TDA to LIDB	FTP
SAMS REHOST	Maintenance Input	SAMS-2 to LIDB	FTP
WANG	Maintenance Input (8th Army)	WANG to LIDB	FTP

b. Minimum System Requirements To Run Oracle Web Discoverer. Per Oracle, the minimum machine requirement for Discoverer Plus is for machines running Windows 98 or later:

- (1). Intel Pentium CPU at 90MHz
- (2). 16MB RAM in addition to the minimum OS requirement
- (3). 18MB disk space for Oracle JInitiator users
- (4). 16MB disk space for Micro Soft Internet Explorer (MS IE) MSJVM users

**Note:**

**MS IE users require 50MB-130MB of temporary disk space on the drive containing their User Profile folder (typically the Windows installation drive). This space is required by the MS Package Manager and varies depending on the cluster size of the users file system.**

**Note**

**MS IE users on Windows NT or higher must also have the OS privilege to install new software. That privilege also includes the use of MS Package Manager.**

**Note**

**Requires Microsoft Internet Explorer version 4.72.3110.8 or higher, or Netscape Navigator 3.x or higher.**

## 7-7. System Functions

The Web Discoverer 4j is a tool making the most of the underlying Oracle relational database functionality. The user has maximum flexibility to develop unique queries encompassing multiple related tables of information and tailor the resultant data sets to isolate specific data to answer specific questions. A list of the tables provided within Web Discoverer, National Maintenance Program Data, is included in Figure 7-1-2. Users have the ability to save queries for periodic use, and to share common queries that have applicability at various locations. Several functions include production monitoring, workload management and asset visibility.

a. Production Monitoring. Using a combination of the closed work order and the National Workload table, the national and field managers are able to monitor the current and historical performance and production for the fiscal year to date. Higher-level sustainment maintenance managers can also utilize the National Workload data for similar analysis. These files can be filtered and sorted to provide the manager with specific information.

b. Workload Management. Exception management for aged jobs, work orders, parts and performance standards focus national and field manager's effort on workload management. Within the Web Discoverer application, the manager can review the current backlog (in days) for each of the work centers, as well as all of the open work orders. When more than one work center has the capability to repair the same item, the managers are able to cross-level workload to balance the backlog.

c. Asset Visibility. The maintenance manager can produce a roll-up of all of the supply support activities for each of the installations. The Assets\_NM table provides the managers with the flexibility to analyze assets and to prioritize repair to support the supply system's needs.

## **7-8. System Outputs**

The LIDB-MM system provides daily data views to AEPS for the AWCF-SMA non-depot workload in support of the NMP automation system. LIDB-MM data provided to AEPS consist of open and closed work order data and parts consumption data. These data files are processed daily and provide data critical to production management and RM/MIPR actions. AEPS creates below data workload files for each Source of Supply (SOS) and places the files on the AEPS server located at TACOM-RI for pick-up by CCSS GSWKLD via FTP.

a. LIDB-MM Views for AEPS: LIDB-MM creates the following views for AEPS. AEPS retrieves the data presented in a table format and stores it for use in AEPS NMP processes. The data is refreshed on a daily basis. Refer to Figure 7-1-2 for a description of the Web Discoverer National Maintenance Data Tables.

(1). Open and Closed Work Order Data (V\_AEPS\_WON\_DETAIL\_AWCF). - The Work Order Detail AWCF view, updated daily, lists work order information, by work order number (WON), for the AWCF-SMA work orders (Type Maintenance Code = "P", "Q", "R", "S", "T", "U", "V", "W", or "X") that were opened during the current and prior fiscal years. This table provides access to both open and closed work orders.

### **Note**

**LIDB Type Maintenance Code data element refers to DA PAM 738-750 Type Maintenance Request Codes.**

(2). Parts Consumption Data (V\_AEPS PARTS DETAIL, AWCF). - The AEPS Parts Detail AWCF View is a list of all parts that were consumed for each AWCF-SMA closed work order (Type Maintenance Code = "P", "Q", "R", "S", "T", "U", "V", "W", or "X") opened during the current and prior fiscal years. This view is updated daily.

(3). Parts Consumption Data (V\_AEPS PARTS DETAIL, RX). - The AEPS Parts Detail RX view lists of all parts that were consumed for each Reparable Exchange closed work order (Type Maintenance Code = "D") opened during the current and prior fiscal years. This view is updated daily.

b. AEPS Files for CCSS and for AEPS NMP Applications - The Closed Work Order Data (CLOWDAT), the Open Work orders (OPEN WO), the Closed Work orders (CLOSED WO), and the Parts Consumption Data (PARTS CONS) are created from LIDB-MM Data views. The Maintenance Activity Data (MADAT) is created from the AEPS Maintenance Workload/Cross Reference File.

(1). Closed Work Order Data (CLOWODAT). - This file is sent to CCSS/GSWKLD daily. This file consists of managerial statistics regarding the numbers of repairs, washouts, Not Reparable This Station (NRTS) results, the average repair cycle time and the average part/labor cost for each item during the previous 12 months for each MSC. The data is categorized on Region, MA\_UIC, MA\_DODAAC, SSA\_DODAAC, and Type Maintenance Request Code. AEPS receives this data from LIDB-MM Views and presents the data for CCSS retrieval and processing.

(2). Maintenance Activity Data (MADAT). - This file is sent to CCSS/GSWKLD on the 7<sup>th</sup> of each month. This data file extracts and provides all information from the AWCF-SMA SSA cross-reference Table (AWCF\_SSA\_XREF) on the AEPS. It contains the cross reference information on SARSS based on Region, UIC of the MA, DODAAC of the MA, RIC of the AWCF-SMA SSA, DODAAC of the AWCF-SMA SSA, the installation code of the supporting RM, and the MACOM.

(3). Open Work orders (OPEN\_WO). - This is a work order specific file created to show all the AWCF-SMA NMP work orders that have a valid open status (have not been completed with a completion date in the COMP\_DATE field).

(4). Closed Work orders (CLOSED\_WO). - This is a work order specific file created to show all the AWCF-SMA NMP work orders that have a completion date in the COMP\_DATE field and a Work Order Status Code of "U".

(5). Parts Consumption Data (PARTS\_CONS). - This is a file created monthly which contains data on all the parts consumed in repairs over the past 12 months. Data fields include Region, Reparable NIIN/Part Number, Work Action Code, Quantity Repaired (last 12 months), Repair Part Used NIIN/Part Number, Quantity Used (last 12 months), MA UIC, and AMDF SOS.

## 7-9. Work Order Status Codes

Status codes in DA PAM 750-8, Table B-21 and DA PAM 738-751, Table 1-17 describe where unserviceable asset is in the repair process. These regulations are available on-line at [http://www.usapa.army.mil/series\\_pubs.asp](http://www.usapa.army.mil/series_pubs.asp). The status codes used by each maintenance system are identified in Table 7-2 below. (DA Pam 738-750 is obsolete)

**Table 7-2 Work Order Status Codes Table**

Status Description	SAMS	SAMS I/TDA	AMMMIS	ARMMIS	WANG
Inspection	A,E,F	A,E,F,G,6	A,E,F,G,3,5,6	A,E,F	A,E,F,G,3,5,6
In Shop	B	B,2,3	B,J,0	B	B,J,0
Waiting Shop	C,P,I	C,I,P	C,I,2,4,9	C,P,I	C,I,2,4,9
Deferred	D	D	D	D	D
Reject	Y	Y	8	Y	8
Rework	8	8	-	8	-
Waiting Parts	J,K,1	J,K,1	K,1	J,K,1	K,1
Lag Time	H,7,9	H,O,7,9	H,P,7	H,7,9	H,P,7
Evacuated	L,M,O	L,M,N	L,M,N,O	L,M,O	L,M,N,O
Waiting ECOD	Q	Q	Q	Q	Q
Waiting Pickup	R	R	R	R	R
Closed	S,T,U,V	S,T,U,V	S,T,V	S,T,U,V	S,T,V
Canceled	Z	Z	Y,Z	Z	Y,Z
Washout	W	W	W	W	W
NRTS	X	X	X	X	X
NEOF	N	-	-	N	-

## 7-10. System Administrator Tasks

AEPS applications System Administrators (SA) and SA tasks are documented in the User Guides available on the NMP E-Desk, URL <http://aeps.ria.army.mil/aepspublic.cfm>.

## 7-11. System Change Requests

a. LIDB-MM - The National Maintenance Division has authorized the development of edit capability for maintenance managers of AWCF-SMA non-depot repair programs to correct LIDB-MM data files. The follow-on programs, LMP and GCSS-A have taken up the core functionality and will continue to interface with LIDB. System Change Requests should be submitted to HQ AMC for review and possible integration into GCSS-Army and LMP functionality.

b. AEPS – AEPS NMP functionality will be incorporated into LMP. Until implementation of this capability, Engineering Change Proposals – Software for proposed functional process changes will be entered into the Status Tracking and Reporting System (STARS) for review and approval/disapproval.

## 7-12. System Access Procedures

a. LIDB MM and Web Discoverer – Access to the LIDB and Web Discoverer application is controlled. Personnel requesting access must be working in support of the National Maintenance Program (AMC) and per AR 360-19, must have been the subject of a favorable National Agency Check (NAC) prior to gaining access to a DA automated information system. Procedures are as follows:

(1). System Access Request (SAR)

(a). Individual complete the online WEBLOG SAR Form, including name, contact information, level of access requested, and justification. The form may be located online at <http://www.logsa.army.mil>. Instructions for completing SAR are also provided once requestor has selected the SAR radio button.

(b). In addition to information listed above, individuals provide their supervisor's approval for access and have their local security manager provide security clearance information.

**Note:**

**No action will be taken on the request until the security information is received.**

(c). Once approved, a user ID and password will be sent to the requesting individual at the email address provided during the access application process, with any additional information required.

(2). Web Discoverer Access. After you have been granted access approval you will be able to utilize Web Discoverer and the NMP Detail Maintenance Data Tables. At this point, follow the following steps to access Web Discoverer:

(a). First time users. You are required to install Web Discoverer on your computer. To access the NMP Web Discoverer installation process, go to the LOGSA WebLog page at the following URL: <http://weblog.logsa.army.mil/index.shtml>. To install, scroll down to the bottom of WebLog page, until you come to the "Workbench" area. Click the NMP Web Discoverer – Download and Instructions link. Follow the instructions as provided.

(b). For all other users, go to the following URL: <http://weblog.logsa.army.mil/index.shtml> on the LOGSA WebLog. Select "NMP Detail Maintenance Data – Web Discoverer (outside LOGSA firewall)" link. This link is located within the Maintenance Management, National Maintenance Program area. This link will take you directly to Web Discoverer. Recommend users add this site to their list of favorites. The Web Discoverer URL is: [http://oas.logsa.army.mil:7778/discwb4/html/english/netcape/start\\_nn.htm?ORBenableSSL=yes&ORBalwaysProxy=yes](http://oas.logsa.army.mil:7778/discwb4/html/english/netcape/start_nn.htm?ORBenableSSL=yes&ORBalwaysProxy=yes). The WebLog can also be reached by a link from the LOGSA home page, URL: <http://www.logsa.army.mil/>.

b. AEPS Access Procedures

(1). Army Electronic Product Support (AEPS) is a DOD logistics website. Entering AEPS will allow a user access to the secured area of the Army Electronic Product Support network. A valid AKO ID/password, CAC, or AEPS ID/password is required to enter this area. If you have a requirement for the AEPS web site, you must fill out and submit the AEPS Access Request Form found at the following URL: <http://aeaps.ria.army.mil/aeapspublic.cfm>. You must click on "Access Request Form" and continue through the steps until completion and click on SUBMIT. Filling out the Access Request using CAC Authentication attains a CAC-AEPS account. CAC access is readily available as a form of quick access, because a new CAC user will have access to AEPS as soon as the certificate is validated. AKO accounts have recently increased in importance for AEPS authentication. AKO accounts are the preferred method of access to AEPS. If you are one of the pre-approved user types (Active Army, National Guard, Army Reserves, DA Civilian, Non-appropriated Funds DA Civilian, DoD Civilian, US Air Force, US Coast Guard, US Navy, Homeland Security, or Federal Civilian Agencies) then the system will automatically create an AKO-AEPS account. Foreign Nationals or DOD Contractors will require Supervisor/COR/COTR and IASO approval before an account will be established. A new addition to the request form is the On-Line Requisitioning Capability. If you have authorization to submit requisitions, you can click on the YES radio button. If YES, Supervisor approval will be required. If not authorized, leave radio button set to NO.

(2) Your supervisor must REPLY back to the e-mail and provide: approval/disapproval, on-line requisition capability approval/disapproval (if NO changes to YES), Supervisor Name, Supervisor E-mail, Supervisor Phone.

(3). In the case of a contractor, the COR/COTR must also provide the same information stated above in his/her REPLY and also provide the Contract Expiration Date (format - MM/DD/YYYY).

(4). Upon notification from your supervisor/COR/COTR, you will be sent an email containing instructions for logging into the AEPS Web site.

(5). Once you gain access to the AEPS website, you can change your personal information when needed to keep your file current. This area can be found at [https://aeaps2.ria.army.mil/aeaps\\_admin/authentication/PopUpInfo1.cfm](https://aeaps2.ria.army.mil/aeaps_admin/authentication/PopUpInfo1.cfm) or with in the AEPS Help Area.

### **7-13. Help Desk and Problem Reporting Procedures**

a. LIDB, Web Discoverer

(1). Reporting Problems - If you are experiencing a problem with LOGSA services and/or applications you can contact the LOGSA Technical Help Desk at toll free 1-866-211-3367, commercial 256-955-7716, DSN 645-7716 or e-mail [helpdesk@logsa.army.mil](mailto:helpdesk@logsa.army.mil). The LOGSA Help Desk Hours is available 24 hours a day, 7 days a week.

(2). The help desk will establish a remedy ticket for each reported incident. The help desk will either answer your questions directly or route it to a technical or functional subject matter expert for further action. Once the problem has been resolved the ticket will be closed and the originator will be informed by email.

b. AEPS

(1). Reporting Problems - The AEPS Help Desk provides several means of reporting problems. Each phone call, email or fax is handled in a prompt and courteous manner. Responses to problems are provided by phone and/or email.

(a). Call 1-888-LOG-HELP (1-888-564-4357) to speak to an AEPS representative.

(b). Contact the AEPS Help-Desk at Comm. (309) 782-0699 or DSN 793-0699

(c). Contact the AEPS Help-Desk by FAX: (309) 782-1426 or DSN 793-1426.

(d). Contact the AEPS Help-Desk by Email: [AEPS-HelpDesk@ria.army.mil](mailto:AEPS-HelpDesk@ria.army.mil).  
(e). Contact the Virtual Help Desk web link for requesting support by filling out a Virtual Help Desk ticket and submit for user assistance. [http://aeps.ria.army.mil/TRACKERPROD/online\\_submit/tracker.cfm](http://aeps.ria.army.mil/TRACKERPROD/online_submit/tracker.cfm)  
(2). Other means to help assist you in identifying your problems can be found on the AEPS Help Area at web link <http://aeps.ria.army.mil/help.cfm>. There are several icons, which will provide assistance. Just click on the specific icon applicable to your needs.

(a). Password Problems or Request Status -One can access AEPS in a variety of ways: AKO User ID/password, CAC, or AEPS ID/password. If you are having trouble logging into the AEPS Web site, please contact the AEPS Help Desk for assistance. You may also take advantage of the "Forgot Your AEPS Username" or "Forgot Your AEPS Password" areas at <http://aeps.ria.army.mil/authassist.cfm>, only if entering with your AEPS ID/password.

(b). Ask the AEPS Public Help Knowledge Base - Welcome to Ask The AEPS: Help And Support: <http://aeps.ria.army.mil/help/aepshelpmain.cfm>. You can use this web page to perform a keyword search for help on the AEPS web site. You can also click the Browse link below to browse all of the AEPS help files, the newest files will be displayed at the top. The box on the right will show the top 10 help documents requested on the site, simply click on one of them to view the document. To return to the AEPS home page click on the AEPS logo or click on the Back icon on the tool bar at the top of your screen.

c. The CSC STL (CCSS) Customer Help Desk

(1). The Team CSC STL Customer Help Desk provides support.

(a). Serve as primary point of contact for all CSC STL field customer assistance requests (see Help Desk Support Flow Chart, Table 7-3).

(b). Control and maintain the Customer Help Desk AHD database system for Problem Reports (PRs) and identifying contact points for fielded systems.

(c). Customer Help Desk provides support 24 hours a day, 7 days a week; staffed for an effective mix of live (6:00 am through 4:00 pm CST) and automated support.

(2). Inputs. Problem Requests for CSC STL customer assistance (requests for files, queues, applications, etc.) are reported by phone or email to Customer Help Desk personnel:

(a). Phone at 314-552-3000; toll free 800-642-2108 (choose option # 2)

(b). Internal CSC STL email alias (STL Help Desk)

(c). Email external to CSC STL should be addressed to mailto: [stlhelpdesk@scsnet.csc.com](mailto:stlhelpdesk@scsnet.csc.com)

(3). Procedures.

(a). The Customer Help Desk is staffed from 6:00 am through 4:00 pm CST. During non-duty hours or for weekend emergencies, support personnel may be reached using the above numbers noted in paragraph c (2) above or directly via cell phone (314.651.7807).

(b). Customer Help Desk personnel assess the nature of the request and attempt on-the-spot resolution. If the request simply involves a need for information, such as a phone number or name of contact, a record of the request is not entered.

(c). Customer Help Desk personnel log the initial customer request by entering and verifying the following information in the database:

- o the nature of the request
- o the specific application
- o the user information (name, location, phone number, email address)
- o the assignee info (name, phone number, group)

When the request is entered and saved, AHD assigns a unique Request number.

(d). If immediate resolution for a recorded request is successful, Customer Help Desk personnel verify the customer's satisfaction with the proposed request resolution, and then close the Request.

(e). If the request cannot be immediately resolved, Customer Help Desk personnel refer to resource POC listings to determine the correct support POC. Support POC is then advised by automated email notification. No support work can be done without a Help Desk-initiated request.

(f). Customer Help Desk personnel acknowledge request assignment via email (or by phone) to the assigned support POC, the applicable supervisor, and appropriate government personnel. If applicable, a copy is sent to the Single Stock Fund (SSF) Problem Report Coordinator and to the SSF Task Manager for review and appropriate action.

(g). After assigned CSC STL personnel resolve the request, they should update AHD to reflect status as "Notice of Resolution" (NOR) on Routine-S requests. For all other request priorities, advise the Help Desk to reflect status of "Closed" with a supporting resolution statement.

(h). Customer Help Desk personnel check Request Reports with a status of "NOR" and then follow-up with the caller (by phone or email) to verify their satisfaction with resolution. If the customer confirms satisfaction, the

request is closed. If a reply is not received, the customer is queried once a week, for a maximum of two additional weeks. If the customer does not reply after the third query for closure confirmation, the request is closed. If the customer does not wish to close the request, the assigned POC is notified and further research is initiated.

(4). Outputs

(a). All requests should be addressed by the assigned POC within 24 hours of initiation, except for special circumstances. If the request cannot be “resolved” within 24 hours, the assigned POC will notify the customer of the current request status.

(b). Customer Help Desk notifies customer via automated email of request opening and of request closing. Other significant updates to the AHD request record are also provided automatically to the customer and assigned POC.

(c). Internal reports of request status are produced when needed.

(d). Based on the parameters of the particular request, Help Desk personnel may be requested to obtain datasets for POCs to resolve requests. The customer commands are notified by phone and/or email, of the requested dataset name(s). As requested datasets are received at CSC STL through the Time Sharing Option (TSO), Help Desk personnel receive and rename the datasets and then advise the requesting POC of receipt. A record is kept identifying the file receipt date and the POC to whom the file was received for/sent to.

(e). Other customer notifications performed by Help Desk personnel include:

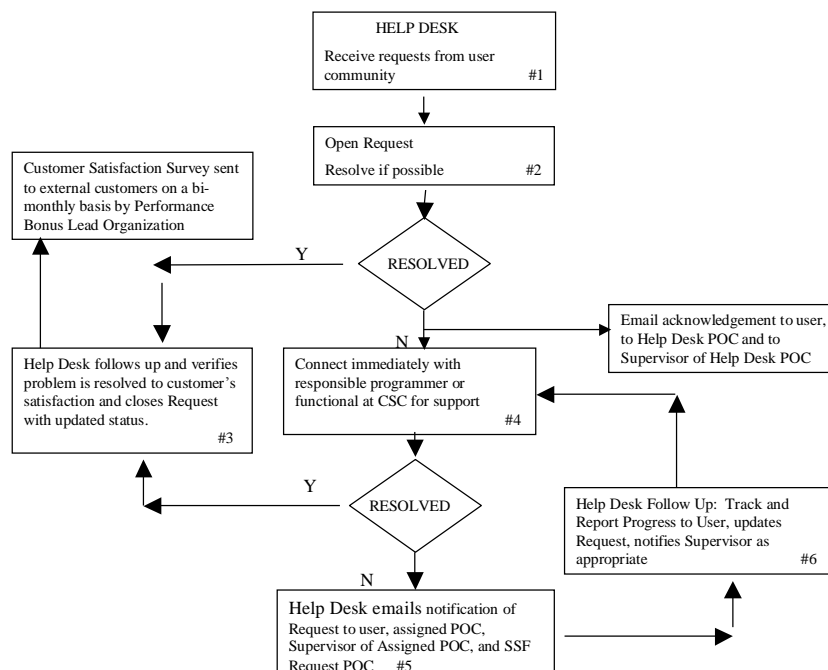
(1). Daily Status Reports (Email) as needed, to report any application in the field having either ‘Emergency’ or ‘Urgent’ priority requests or to report applications on hold, noting the request number and current status. This report goes to internal CSC STL personnel, Logistics System Support Office (LSSO) and Lead Army Materiel Command Integration Support Office (LAISO) contacts, and to monitors/schedulers at the commands.

(2). Email and phone notification to the schedulers of all customer commands, and other requested contacts of any applications placed on hold (including a problem explanation). Notifications to place applications on hold are received through Release Management personnel. Once the problem has been resolved and the application can be taken off hold, Help Desk personnel then notify all parties involved.

**Note**

**Under unique circumstances, and only on an exception basis, the responsible Programmer or Functional POC may receive a PR directly from a customer. In this case, the Programmer or Functional POC will immediately notify the CSC STL CUSTOMER HELPDESK so the problem report can be entered in AHD.**

**Table 7-3 Customer Help Desk Support Flow Chart**



## Chapter 8

### Maintenance Unit Training

#### 8-1. Scope

This chapter outlines the procedures for the management of training requirements for Non-Depot Maintenance Units to include: Component Repair Companies that will replace GS Maintenance Activities, Army National Guard (ARNG) Aviation Classification and Repair Activity Depots (AVCRADs), and Aviation Intermediate Maintenance (AVIM) units. The process is to provide Active Army, USAR, and ARNG maintenance units with effective sustainment maintenance and wartime mission training. This training support is to provide maintenance unit personnel with realistic technical wartime mission and MOS training, both individual and collective.

#### 8-2. Applicability

These procedures apply to all Army Major Commands (MACOMs), the Installation Management Agency (IMA) and its Regional Offices (ROs), the U.S. Army Reserve (USAR), the Army National Guard (ARNG), HQ Aviation Depot Maintenance Round-out Units (HQADMRU), and ARNG AVCRAD and AVIM units that participate in the National Maintenance Program.

#### 8-3. General

Commanders are responsible for establishing training programs to ensure unit training requirements are met. Non-Depot Maintenance Units are an integral part of the Army Maintenance Structure. The level of proficiency at which these units perform their mission essential tasks in war is directly related to how well their soldiers are trained in peace. Military Occupational Specialty (MOS) training requirements should be met in order to maintain the required skills and proficiencies of the soldiers within these units.

#### 8-4. Organizational Role and Responsibilities

- a. Army Materiel Command
  - (1). The Army Materiel Command (AMC) National Maintenance Division (NMD), under the direction of the Director of Maintenance Management, AMC Deputy Chief of Staff for Operations, G-3 (DCSOPS, G3), is responsible, within national priorities and asset availability, to establish, coordinate and monitor the provision of reparable items and selected end items to support Non-Depot Maintenance Unit training.
  - (2). AMC Major Subordinate Commands (MSC) will:
    - (a). Provide, consistent with national priorities and asset availability, CL II & CL IX unserviceable reparable items, and selected CL VII items to satisfy maintenance training requirements for maintenance units.
    - (b). Ensure that reparable items requested to support training do not exceed the Army's national requirement for that item.
    - (c). Reimburse for repair parts, and packaging by a Military Interdepartmental Purchase Request (MIPR) to the appropriate maintenance activity.
    - (d). Include training requirements in the annual National Maintenance Program (NMP) workload plan and be included in the MSC POM submission. Training support programs will use project code "ABF" to track programs costs.
    - (e). Ship unserviceable assets to the appropriate supporting AWCF supply support activity. Movement from the AWCF SSA to the MA is the MA's responsibility. This includes materiel with Maintenance Repair codes (MRC): Direct support (MRC=F), general support (GS) and AVIM (MRC = H), special repair activity (MRC = L), depot (MRC = D).
    - (f). Technically certify on a NIIN by NIIN basis Maintenance activities capability/capacity to overhaul to National Maintenance Repair Standards.
- b. The Director, ARNG will:
  - (1). Provide, consistent with HQDA ODCS, G-4 policies and agreements, quality maintenance training support to the Total Force,
  - (2). Review National Maintenance Training Center (NMTC), Camp Dodge, Iowa training requirements for reparables and selected end items to support non-depot maintenance unit training at the NMTC. The NMTC is the executive agent for the Director ARNG in matters pertaining to this program.
  - (3). Review the Headquarters ADMRU and AVCRAD/AVIM training requirements for reparables and selected end items to support required AVCRAD/AVIM training. NGB-AVS is the executive agent for the Director ARNG in matters pertaining to this program.
  - (4). Submit a consolidated unserviceable component requirement list to AMC **24** months prior to the beginning of Fiscal Year in which the training is executed.

(5). Ensure ARNG maintenance activity compliance with quality standards (ISO 9001:2000 and technical certification for National Maintenance Repair Standards items) for all materiel repaired and returned to the AWCF.

(6). Ensure Type Maintenance Requirement Code "X"(AWCF DS/GS MILITARY TRAINING SUPPORT REPAIR PROGRAMS - AT/IDT) will be entered in the maintenance STAMIS for all AWCF components repaired.

c. The United States Army Reserve Command (USARC) will:

(1). Provide quality maintenance training support to the Total Force consistent with FORSCOM policies and agreements.

(2). Review USARC training requirements for selected reparables and end items to support maintenance unit training.

(3). Exercise operational control over their training activities to ensure approved training missions and activities are achieved within the provisions of this manual.

(4). Ensure USARC maintenance activity compliance with quality standards (ISO 9001:2000 and technical certification for National Maintenance Repair Standards items) for all materiel repaired and returned to the AWCF.

(5). Assign responsibility for receipt and accountability of all funds and properties allocated for maintenance training.

(6). Establish policies and procedures for movement and associated costs of components for Inactive Duty Training (IDT) home station training.

(7). Submit a consolidated unserviceable component requirement list to AMC 24 months prior to the beginning of Fiscal Year in which the training is executed.

(8). Ensure Type Maintenance Requirement Code "X"(AWCF DS/GS MILITARY TRAINING SUPPORT REPAIR PROGRAMS - AT/IDT) will be entered in the maintenance STAMIS for all AWCF components repaired.

### **8-5. Army National Guard**

The following paragraphs provide guidelines for Training Mission Resourcing for the NMTC, AVCRADs and AVIM units. These responsibilities are established in a Memorandum of Understanding initiated and maintained by the ARNG between HQDA ODCS, G-4, U.S. Army Materiel Command, and The Director Army National Guard (NGB). National Guard Bureau (NGB) will:

a. Provide a two-year forecast of its CL II, CL VII and CL IX training requirements to the AMC MSC with an anticipated completion schedule and associated costs. This forecast will be provided 24 months before the start of the FY in which the assets are required.

b. Provide the Latest Arrival Date (LAD) for repairable items to support training, and the date of availability for shipment to a customer.

c. Request HQDA ODCS, G-4 facilitate attainment of suitable training aids to allow for completion of scheduled training at maintenance units when CL II, CL VII and CL IX training items are not available.

### **8-6. Active Army Units**

This process applies to the active component FORSCOM Non-Depot Maintenance Units that require unserviceable assets to support non-depot maintenance training. FORSCOM will:

a. Provide a two-year forecast of its CL II, CL VII and CL IX training requirements to the AMC MSC with an anticipated completion schedule and associated costs. This forecast will be provided 24 months before the start of the FY in which the assets are required.

b. Ensure FORSCOM maintenance activity compliance with quality standards (ISO 9001:2000 and technical certification for National Maintenance Repair Standards items) for all materiel repaired and returned to the AWCF.

c. Provide materiel flow plan that outlines the AWCF Supply Support Activity (SSA) providing unserviceable assets and Installation Maintenance Activity (MA) that will assist in quality assurance, if necessary. The installation MA must be a qualified national provider in order to certify the repaired components meet national repair standards.

d. Ensure Type Maintenance Requirement Code "X"(AWCF DS/GS MILITARY TRAINING SUPPORT REPAIR PROGRAMS - AT/IDT) will be entered in the maintenance STAMIS for all AWCF components repaired.

### **8-7. U.S. Army Reserve**

These responsibilities are established in a Memorandum of Understanding initiated and maintained by the USARC between HQDA ODCS, G-4, U.S. Army Materiel Command, and USARC. When CL II, CL VII and CL IX training items are not available, the USARC will request HQDA ODCS, G-4, to facilitate the attainment of suitable training aids to allow for the completion of scheduled training at the designated training centers.

## **Appendix A References**

### **A-1. Scope**

This appendix lists Army Field Manuals (FM), Army Regulations (AR), and Update Publications. As these documents are periodically updated, publication dates are not provided and DA Pam 25-30 and other reference sources should be checked for the most current versions (see link: <http://www.usapa.army.mil/>). The documents are to be used to execute day to day operations of all NMP organizations. NMP is an evolving logistics business process. NMP, when executed properly, identifies logistic process improvements to current Army logistic procedures outlined in the listed documents.

### **A-2. Process Improvement Recommendations**

Process improvement recommendations identified within the NMP management structure that require a change to current Army documents concerning logistics practices, procedures, policies, recommendations for NMP business practices shall be processed through the NMP management structure. HQ, AMC is the executive agent for recommending NMP policy, regulation, and procedural changes to the appropriate Department of the Army proponent.

#### **Department of Defense (DOD)**

DOD General Pub Mil Spec #38784

DOD 4000.19: Inter-Service and Inter-Governmental Support, Army Reimbursement Policy

DOD 4140.1-R: DOD Materiel Management Regulation

DOD 4500.9-R Part II Defense Transportation Regulation (DTR)

DOD 4500.32-R: Military Standard Transportation and Movement Procedures (MILSTAMP)

DOD 7000.14-R: Financial Management Regulation, Volume 11A, Reimbursable Operations, Policy and Procedures

DFAS Regulation 37-1: Defense Finance and Accounting Service Indianapolis Center, Chapter 12, Orders, Earnings and Billings.

#### **Army Regulations (AR)**

AR 5-1 Army Management Philosophy

AR 5-3 Installation Management and Organization

AR 5-4 Department of the Army Productivity Improvement Program (DAMRIP) (Reprinted W/Basic Incl. C1)

AR 5-8 Host-Supported Activity Relationships (Intra-service) (Reprinted W/Basic Incl. C1)

AR 5-9 Intra-service Support Installation Area Coordination

AR 5-10 Reduction and Realignment Action Reporting Procedures

AR 5-11 Army Model and Simulation Management Program

AR 5-14 Management of Contracted Advisory and Assistance Services

AR 5-16 Army Supplement to Defense Regional Inter-service Support (DRIS) Regulation DOD 4000.19-R)(Regulation Includes DOD 4000.19-R)

AR 5-17 The Army Ideas for Excellence Program

AR 5-18 Army Stationing and Installation Plan (ASIP)

AR 5-20 Commercial Activities Program

AR 5-22 Army Proponent System

AR 5-23 Army Major Item Systems Management

AR 220-1 Unit Status Reporting

AR 700-4 The Logistics Assistance

AR 700-5 Total Logistics Readiness/Sustainability (TLR/S) Analysis

AR 700-7 Wartime Standard Support System for Foreign Armed Forces

AR 700-8 Logistics Planning Factors and Data Management

AR 700-15 Packaging of Materiel {Navsupinst 4030.28b; AFR 71-6; MCO 4030.33b; DIAR 4145.7}

AR 700-17 Contractor Logistic Support for Training Devices

AR 700-18 Provisioning of Us Army Equipment, Internal Control System

AR 700-43 Management of Defense-Owned Industrial Plant Equipment (IPE){DLAM 4215.1; Navsup Pub 5009; AFM 78-9} (reprinted/Basic Incl C1-4)

AR 700-47 Defense Standardization and Specification Program

AR 700-49 Loan of DLA Stock Fund Materiel {DIAR 4140.27; AFR 400-52;MCO 4443.10}

AR 700-60 Department of Defense Parts Control Program

AR 700-68 Storage and Handling of Compressed Gases and Gas Liquids in Cylinders, and of Cylinders {DIAR 4145.25; Navsupinst 4440.128c;MCO 10330.2c; AFR 67-12}

AR 700-70 Application of Specifications, Standards, and Related Documents in Acquisition Process  
 AR 700-82 Joint Regulation Governing Use and Application of Uniform Source, Maintenance, and Recoverability Codes {OpNAVINST 410.2; AFR 66-45; MCO 4400.120; DSAR 4100.6} (Reprinted W/Basic Incl. C1)  
 AR 700-88 Commercial Design Vehicles FSC Class 2300  
 AR 700-90 Army Industrial Base Program  
 AR 700-93 Processing and Shipping DOD Sponsored Retrograde Materiel Destined for Shipment to the United States, its Territories, Trusts, and Possessions  
 AR 700-127 Integrated Logistic Support (Reprinted W/Basic Incl C1-2)  
 AR 700-128 Prime Power Program  
 AR 700-129 Management and Execution of Integrated Logistics Support for Multi-Service Acquisitions {AFR 800-43; OpNAVINST 4105.2a; MCO 4110.2}  
 AR 700-131 Loan of Army Materiel (Reprinted W/Basic Incl C1)  
 AR 700-132 Joint Oil Analysis Program (JOAP) {AFR 400-68; OpNAVINST 4731.1}  
 AR 700-137: Logistics Civil Augmentation Program (LOGCAP)  
 AR 700-138 Army Logistics Readiness and Sustain Ability  
 AR 700-139 Army Warranty Program Concepts and Policies  
 AR 700-140 Reserve Components Dedicated Equipment Distribution Program  
 AR 700-141 Hazardous Material Information System (HMIS) (RCS DD-FM&P (A,Q,&AR) 1486)  
 AR 700-142 Materiel Release, Fielding, and Transfer  
 AR 700-143 Performance Oriented Packaging of Hazardous Material {DIAR 4145.41; AFR 71-5; NavSupInst 4030.50; MCO4030.40}  
 AR 710-2 Inventory Management Supply Policy below Wholesale level  
 AR 735-11-2 Reporting of Item and Packaging Discrepancies  
 AR 750-1 Army Materiel Maintenance Policy  
 AR 750-2 Army Materiel Maintenance, Wholesale Operations  
 AR 750-6 Ground Safety Notification System  
 AR 750-10 Modification of Materiel and issuing Safety-Of-Use Messages and Commercial Vehicle Safety Recall Campaign Directive (Reprinted W/Basic Incl C1)  
 AR 750-14 Defense Logistics Agency Maintenance Instructions or Technical Maintenance Standards {DIAR 4151.4; Navmatinst 4700.14; MCO 4400.113a; AFR 66-27}  
 AR 750-43 Army Test, Measurement and Diagnostic Equipment Program  
 AR 750-50 Requisition, Receipt, and Issue System  
 AR 750-59 Army Corrosion Prevention and Control Program

### **Department of Army Pamphlets (DA PAMs)**

DA PAM 710-2-2 Supply Support Activity Supply System: Manual Procedures  
 DA PAM 738-751 Functional Users Manual for The Army Maintenance Management System (TAMMS-A)  
 DA PAM 750-8 Functional Users Manual for The Army Maintenance Management System (TAMMS)

### **Army Field Manuals (FMs)**

FM 9-43-1 Maintenance Operations and Procedures  
 FM 25 Series Training Manuals  
 FM 54-30 Corps Support Group  
 FM 54-40 Area Support Group  
 FM 63-1 Combat Service Support Operation in Separate Brigades  
 FM 63-2 Division Support Command Operations in Armor, Infantry, and Mechanized Infantry Divisions  
 FM 63-2-1 Division Support Command Operations in Light Infantry, Airborne, Air Assault Divisions  
 FM 63-3 Combat Service Support Operations in Corps  
 FM 63-4 Theatre Support Command (TSC) (Draft)  
 FM 63-11 Logistics Support Element Tactics, Techniques, and Procedures, 08Oct96 (Under Revision)  
 FM 100-5 Operations  
 FM 100-10 Combat Service Support  
 FM 100-16 Support Operations  
 FM 100-17 Mobilization, Deployment, Redeployment, and Utilization  
 FM 100-22 Installation Management  
 FM 700-80 Logistics

## **Technical Bulletin**

TB 9-289 Reusable Container

## **Memorandums**

AMCRM-P of 30 May 01, Use of Project Order Military Interdepartmental Purchase Requests (MIPRs) for FY01/FY02  
Army Working Capital Fund-Supply Management Army (AWCF-SMA) Component Repair.  
NMP Electronic Military Interdepartmental Purchase Request (MIPR) User Guide, Oct 2002

## **Legacy System User Manuals**

### **Note**

**The below list is a list of systems, not their user manuals.  
For example, the Standard Army Maintenance System (SAMS) includes  
SAMS1, SAMS2, and SAMS-I/TDA and each have their own manuals.  
SAMS I/TDA user manual is AIS Manual 25-L2S-AHR-HPC-EM(F).  
There is also an admin manual.**

Commodity Command Standard System  
Standard Army Maintenance System  
Standard Army Retail Supply System  
Unit Level Logistics System  
Standard Depot System  
DLA Requisition Tracking Process  
Army Materiel Command: <http://www.amc.army.mil/>

## Appendix B

### Business Process Manual Change Procedures

#### B-1. Scope

This appendix outlines procedures to be used to manage changes to the NMP Business Process Manual.

#### B-2. Applicability

This appendix applies to all NMP participants.

#### B-3. Responsibilities

- a. NMP BPM POC
  - (1). Coordinate with the appropriate DA, MACOM/IMA, NLCO, MSC and subject matter experts.
  - (2). Staff change requests with the NMD management structure NLCOs, MSC, MACOM/IMA cells, DA DCSLOG and Subject Matter Experts. Reference Figures C-1 and C-2
  - (3). Publish changes to the NMP Business Process Manual.
  - (4). Staff or present unresolved change requests to the Army Maintenance Board (AMB).
- b. MACOMs/Installation Management Agency (IMA)
  - (1). Coordinate change requests with the NMP Cells and Installations.
  - (2). Provide their Commands concurrence or nonoccurrence to the NMP BPM Program Manager.
- c. National Logistics Coordination Office (NLCO)
  - (1). Coordinate change requests with NMD and IMR/ISR.
  - (2). Submit their concurrence/non-concurrence response to the National Maintenance Manager.
- d. Requestor
  - (1). Use the format shown in Figure C-1 when submitting requests to change NMP business rules.
  - (2). Send requests to the NMP BPM POC prior to requesting a meeting or elevating issues to the AMB.

#### B-4. BPM Meetings

Meetings may be synchronized with an Army Maintenance Board or National Workload Conferences to maximize participation. The NMP BPM POC shall send a request to the host NLCO (at the minimum) or NMD Chief requesting time on the agenda for the meeting.

#### B-5. Distribution

The primary method of distributing request/changes will be by e-mail, Video Teleconferencing (VTC), FAX, meetings, and/or telephone. Approved changes will be distributed to organizations listed in the NMP BPM database. The NMD chief will post changes on the World Wide Web Home Page <http://www.amc.army.mil>.

### Figure B-1 BPM Change Submission Format

Definition of a Change: A change is defined as an addition, deletion and/or correction to the NMP BPM.

ACTION NUMBER: (Assigned by the Chief, National Maintenance Division)

1. TYPE OF CHANGE REQUESTED: \_\_\_\_ Addition \_\_\_\_ Deletion \_\_\_\_ Correction

2. NATURE OF CHANGE: (Identify chapter, page, and paragraph number and include proposed rewrite. If possible, attach extra sheets as needed.)

Example: CHAP/PAGE/PARA/SUB/PARA: 4.3.2.1. (3) Submitter writes out the proposed change.

3. REASON FOR RECOMMENDATION: (Problem Background, Where the issue originated NPR, MA, MSC, NLCO, MACOM, DA, NMP Policy.)

4. DISCUSSION: (Anything relevant to the issue that articulates the need to add/delete/change the BPM.)

5. REQUESTOR: (Provide the following:)

NAME: \_\_\_\_\_

ORGANIZATION: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

TELEPHONE NUMBER: (DSN/COMM/FAX): \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

6. NLCO LEAD POC: (Assigned by the NLCO) \_\_\_\_\_

7. NMP LEAD POC: (Assigned by the C/NMD) \_\_\_\_\_

8. MACOM LEAD POC: (Determined By NMP Cell or requested by the C/NMD) \_\_\_\_\_

9. SUBJECT MATTER EXPERT: (Activity Process Manager, Business Process Manager, and Regulation Proponent)

### Figure B-2 BPM Change Request Coordination Sheet

(Voting Members Initial Approval/Disapproval)

<u>MACOM Voting Members</u>	<u>Approve</u>	<u>Disapprove</u>
Forces Command	_____	_____
Training & Doctrine Command	_____	_____
National Guard Bureau	_____	_____
Office, Chief Army Reserve	_____	_____
United States Army Europe	_____	_____
United States Army Pacific	_____	_____
Army Materiel Command	_____	_____
8 <sup>th</sup> Army G4	_____	_____
<u>IMA Voting Members</u>		
NERO	_____	_____
SERO	_____	_____
NWRO	_____	_____
SWRO	_____	_____
<u>NMP Management</u>	<u>Concur</u>	<u>Non-concur</u>
Chief, NMD	_____	_____
NLCO-Bragg	_____	_____
<u>AMC MSC Coordination</u>	<u>Concur</u>	<u>Non-concur</u>
Tank –Automotive & Armts Cmd	_____	_____
Communications-Electronics Cmd	_____	_____
Soldier & Bio/Chem Cmd	_____	_____
Aviation-Missile Command	_____	_____

DATE \_\_\_\_/\_\_\_\_/\_\_\_\_

APPROVED \_\_\_\_\_ DISAPPROVED \_\_\_\_\_

/Signed//  
COL, GS  
Director of Maintenance Management  
DCSOPS, G3, HQAMC

Distribution:  
MACOM/IMA Voting Members  
NMD Management Structure  
MSC Voting Members

## **APPENDIX C**

### **Deviation and Waiver**

#### **C-1. DD FORM 1694, Aug 96 (EG)**

Officially, DD Form 1694 became obsolete in Feb 2002 because the requirement was eliminated with the cancellation of the prescribing document, MIL STD 973, Configuration Management. However, until such time as a replacement form is identified, continued use of this form is necessary to manage the D/W process. AMC Army Depots are currently using this form to sustain the production at their facilities. This form, with minor modifications, serves two purposes, a tracking mechanism and the essential data for an MSC decision for approval/disapproval of the requested D/W. Use of Deviations and waivers in the NMP provides an extended level of maintenance standardization between those repairs performed at a depot and those same repairs being performed at a “non- depot” facility.

#### **C-2. Instructions for filling out (NMP revised) DD FORM 1694** (example of form at Figure E-1)

Block 1 – Self explanatory

Block 2 – NA for NMP, leave blank

Block 3 – DODAAC (MODIFY change to MA UIC – Self-explanatory)

Block 4 – Name and address of IMR/ISR and/or MA

Block 5 – Self-explanatory

Block 6 – Subjective to the maintenance activity. (QNP’s assessment of criticality of D/W request)

Block 7 – Self-explanatory

Block 8 – NA for NMP, leave blank

Block 9 – Self-explanatory

Block 10 – Self-explanatory

Block 11 – NA for NMP, leave blank

Block 12 – NA for NMP, leave blank

Block 13 – Name/nomenclature of Item Under Repair

Block 14 – Leave blank

Block 15 – Leave blank

Block 16 – Part No. or Type Designation (MODIFY TO NSN of component being repaired.)

Block 17 – Effect of not approving D/W.

Block 18 – Recurring Deviation/Waiver -Has this deviation or waiver been submitted prior to this submission, at this location?

Block 19 – Self-explanatory

Block 20 – Self-explanatory

Block 21 – NA for NMP, leave blank

Block 22 – Self-explanatory

Block 23 – Self-explanatory

Block 24 – Self-explanatory Example: MA has obtained calibrated punch; long-lead delivery, MA subcontracted OEM for part (RFI shielded wiring harnesses), first deliveries in 120 days.

Block 25 – Self-explanatory

Block 26 – Leave blank, MSC weapon system team to provide approval or disapproval decision.

**Figure C-1 DD FORM 1694 Request for Deviation/Waiver (RFD/RFW)**

<b>REQUEST FOR DEVIATION/WAIVER (RFD/RFW)</b>				<b>1. DATE (YYYYMMDD)</b>		Form Approved OMB No 0704-0188	
<p>The public reporting burden for this collection of information is estimated to average 2 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Department of Defense, Washington Headquarters Services, Directorate of Information Operations and Reports (0704-0188), 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control.</p> <p>PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE ABOVE ADDRESS. RETURN COMPLETED FORM TO THE GOVERNMENT ISSUING CONTRACTING OFFICER FOR THE CONTRACT/PROCURING ACTIVITY NUMBER LISTED IN ITEM 2 OF THIS FORM.</p>						<b>2. PROCURING ACTIVITY NUMBER</b>	
						<b>3. DODAAC</b>	
<b>4. ORIGINATOR</b>		b. Address (Street, City, State, Zip Code)				5. (X one) _____ DEVIATION _____ WAIVER	
a. TYPED NAME (First, Middle Initial, Last)						6. (X one) _____ MINOR _____ MAJOR _____ CRITICAL	
<b>7. DESIGNATION FOR DEVIATION/WAIVER</b>				<b>8. BASELINE AFFECTED</b>		<b>9. OTHER SYSTEM/CONFIGURATION ITEMS AFFECTED</b> _____ YES _____ NO	
a. MODEL/TYPE	b. CAGE CODE	c. SYS. DESIG.	d. DEV./WAIVER	_____ FUNCTIONAL _____ ALLOCATED _____ PRODUCT			
<b>10. TITLE OF DEVIATION/WAIVER</b>							
<b>11. CONTRACT NO. AND LINE ITEM</b>				<b>12. PROCURING CONTRACTING OFFICER</b>			
				a. NAME (First, Middle Initial, Last)			
<b>13. CONFIGURATION ITEM NOMENCLATURE</b>				b. CODE			
				c. TELEPHONE NO.			
<b>14. CLASSIFICATION OF DEFECT</b>				c. DEFECT CLASSIFICATION			
				_____ MINOR _____ MAJOR _____ CRITICAL			
<b>15. NAME OF LOWEST PART/ASSEMBLY AFFECTED</b>				<b>16. PART NO. OR TYPE DESIGNATION</b>			
<b>17. EFFECTIVITY</b>						<b>18. RECURRING DEVIATION/WAIVER</b> _____ YES _____ NO	
<b>19. EFFECT ON COST/PRICE</b>				<b>20. EFFECT ON DELIVERY SCHEDULE</b>			
<b>21. EFFECT ON INTEGRATED LOGISTICS SUPPORT, INTERFACE OR SOFTWARE</b>							
<b>22. DESCRIPTION OF DEVIATION/WAIVER</b>							
<b>23. NEED FOR DEVIATION/WAIVER</b>							
<b>24. CORRECTIVE ACTION TAKEN</b>							
<b>25. SUBMITTING ACTIVITY</b>							
a. TYPED NAME (First, Middle Initial, Last)		b. TITLE			c. SIGNATURE		
<b>26. APPROVAL/DISAPPROVAL</b>		a. RECOMMEND _____ APPROVAL _____ DISAPPROVAL					
b. APPROVAL _____ APPROVED _____ DISAPPROVED		c. GOVERNMENT ACTIVITY					
d. TYPED NAME (First, Middle Initial, Last)		e. SIGNATURE				f. DATE SIGNED (YYYYMMDD)	
g. APPROVAL _____ APPROVED _____ DISAPPROVED		h. GOVERNMENT ACTIVITY					
i. TYPED NAME (First, Middle Initial, Last)		j. SIGNATURE				k. DATE SIGNED (YYYYMMDD)	

DD FORM 1694, AUG 96 (EG)

PREVIOUS EDITION MAY BE USED

Designed using Perform Pro, WHS/DIOR, Aug 96

## Appendix D

### LIDB Maintenance Module WON Edit Capability

**D-1.** This capability is used to correct errors in the LIDB Maintenance Module (LIDB MM) database Won Detail table when the STAMIS record is closed and a correction cannot be made. The intent is to run a twice-monthly procedure that will correct data in LIDB MM.

**D-2.** In order to use this capability you must first identify the incorrect record and create a MYTABLE file with the WON field completed (see procedure below).

<https://www.logsa.army.mil/cgi-bin/login.cgi?reason=Please+login&referer=https://weblidb.logsa.army.mil/arf/index.jsp>

- a. Click on the following URL: <http://weblog.logsa.army.mil/index.shtml>
- b. Click on the WEBLIDB ICON on the top right side of the WEBLOG page.
- c. Enter your LIDB (MD2L) login ID and Password.
- d. Click on Submit Login.
- e. From Main Menu on left side of browser click on WEBLIDB Reporting.
- f. This will open a drop down menu.
- g. Click on InTrak.
- h. From the Main Menu click on MY TABLE MAINTENANCE.
- i. Select the NMP Web Discover radial Button under My Table usage for:
- j. Select the Create Records radial Button under My Table Action:
- k. Select WON under File Description and click the > button.
- l. Under My Table Name: Type in a name you will remember as this is the file that will be used to extract the work orders that need to be corrected.
- m. Under My Table Creation Method: Select the method you want to use for inputting the won.
- n. If using the Load From File Creation Method, click the radial button.
- o. Click on browse and locate the file
- p. Click Next
- q. Click Keep All Records radial button (If this option is available).
- r. Click save
- s. When save is completed exit WEBLIDB.
- t. If using Create Manually, click the radial button.
- u. Click Next
- v. Type the work order in the WON field.
- w. Click Add
- x. After last WON is entered, Click save.
- y. When save is complete exit WEBLIDB.

**D-3.** Second step is to use the MYTABLE file created above to extract the corresponding records from the Detail Won. Prior to running this query verify that your NULL value in TOOLS OPTIONS SHEET FORMAT is set to blank.

[http://oas.logsa.army.mil:7778/discwb4/html/english/netcape/start\\_nn.htm?ORBenableSSL=yes&ORBalwaysProxy=yes](http://oas.logsa.army.mil:7778/discwb4/html/english/netcape/start_nn.htm?ORBenableSSL=yes&ORBalwaysProxy=yes)

- a. Click on above URL.
- b. Click on the Start button.
- c. Enter your LIDB (MD2L) login ID and Password.
- d. Enter LIDB in the Database field.
- e. Hit Enter on click or click connection.
- f. Click Open an existing workbook.
- g. Click Database.
- h. Click on MD2LDIS6.WonEdit.
- i. Click Open.
- j. If asked if you want to run the query, click Yes.
- k. Enter your MD2L User ID.

- l. Enter the file name you created above in the User Name Field.
- m. Click OK.
- n. When query finishes Click on File.
- o. Click Export.
- p. Click Next.
- q. Ensure that export format is set to Excel \*.xls.
- r. Browse and select the location you want to save the file to, making sure to keep the Default name.
- s. Click Save.
- t. Click Next twice.
- u. Click Finish.
- v. Click OK
- w. Once file is saved you can exit LIDB DISCOVERER.

**D-4.** The third step is to locate the Excel file you saved and correct the entries required. You cannot change the **WON** or **ACCEPT DT** fields. If you change the Equip NIIN then you must change the Equip NSN. Only closed records will be accepted. If the record is open then the correction should be made in the maintenance system. **Do not change any of the formatting or the file will be rejected.**

After you have made the necessary corrections e-mail the Excel file to the LIDB NMD coordinator, Rick Butts at rick.butts@us.army.mil, for verification and input into the LIDB database.

# Glossary

## Section I Abbreviations

### A

ABF	Availability Balance File/Asset Balance File
ABO	Army Budget Office
AC	Active Component
ACIMS	Aircraft Component Intensive Management System
ACRIMP	AVCRAD Component Repair Information Management Program
ACSMAT	Assistant Chief of Staff, Materiel
ADMRU	Aviation Depot Maintenance Round-out Unit
ADP	Automated Data Processing
AEPS	Army Electronic Product Support
AFSC	Army Field Support Command (Formerly OSC)
AIMI	Aviation Intensive Managed Items
AIT	Automatic Identification Technology
ALRM	Aviation Logistics Resource Management
AMB	Army Maintenance Board
AMC	Army Materiel Command
AMCISS	AMC Information Support System
AMCOM	Aviation and Missile Command
AMCOPS	AMC Deputy Chief of Staff for Operations, G-3 office symbol
AMCRM	AMC Deputy Chief of Staff for Resource Management, G-8 office symbol
AMDF	Army Master Data File
AMI	Army Managed Item
AMM	Associate Maintenance Manager
AMMA	Aviation Materiel Management Activity
AMMH	Aviation Maintenance Man Hours/Annual Maintenance Man Hours
AMMMIS	Automated Materiel Maintenance Management Information System
AMMO	Aviation Materiel Management Officer
AMSA	Area Maintenance Support Activities
AMSCO	Army Management Structure Code
AMT	Army Maintenance Transformation
ANSI	American National Standards Institute
AOAP	Army Oil Analysis Program
APC	Account Processing Codes
AR	Army Regulations
ARA	Aviation Repair Authorization
ARCOM	Army Reserve Command
ARDEC	Armament Research Development Engineering Center
ARI	Automatic Return Item
ARMMIS	Aviation Round-out Maintenance Management Information System
ARNG	Army National Guard
ASA (FM)	Assistant Secretary of the Army for Financial Management
ASCC	Army Service Component Commander
ASCII	American Standard Code of Information Interchange
ASE	Aircraft Survival Equipment
ASF	Army Stock Fund
ASF	Aviation Support Facilities (RC)
ASIOE	Associated Support Items of Equipment
ASL	Authorized Stockage List
ASTM	American Society for Testing & Materials
AT	Annual Training
ATE	Automated Test Equipment
AVCRAD	Aviation Classification and Repair Activity Depots

AVIM	Aviation Intermediate Maintenance
AVUM	Aviation Unit Maintenance
AWCF	Army Working Capital Fund
AWCF-SMA	Army Working Capital Fund-Supply Management Army

## B

BASOPS	Base Operations Support
BITE	Built in Test Equipment
BPM	Business Process Manual

## C

C3	Command, Control and Communication
C4ISR	Command, Control, Communications, Computers, Intelligence, Surveillance, and Reconnaissance
CARC	Chemical Agent Resistant Coating
CASCOM	Combined Arms Support Command
CBA	Cost Benefit Analysis
CBTDEV	Combat Developer
CCSS	Commodity Command Standard System
CDDB	Central Demand Data Base
CDR	Commander
CD ROM	Compact Disk Read Only Memory
CE	Communications and Electronics
CECOM	Communications Electronics Command
CG	Commanding General
CINC	Commander In Chief
CIR	Cost Information Request
CL IX	Class 9 - Repair Parts
CLS	Contractor Logistics Support
CMMC	Corps Materiel Management Center
COA	Course of Action
COE	Center of Excellence
CONUS	Continental United States
COR	Contracting Officer Representative
COSCOM	Corps Support Command
COTR	Contract Officer's Technical Representative
COTS	Commercial Off the Shelf
CPC	Corrosion Preventive Control
CRA	Central Receiving Activity
CSG	Corps Support Group
CSMS	Combined Support Maintenance Shop
CTASC	Corps Theater ADP Service Center

## D

DA	Department of the Army
DBMS	Data Base Management System
DBOF	Defense Business Operating Fund (See AWCF)
DCSBOS	Deputy Chief of Staff for Base Operations
DCS, G-1	Deputy Chief of Staff, G-1
DCS, G-2	Deputy Chief of Staff, G-2
DCS, G-3	Deputy Chief of Staff, G-3
DCS, G-4	Deputy Chief of Staff, G-4
DCSINT	Deputy Chief of Staff for Intelligence (See DCS, G-2)
DCSLOG	Deputy Chief of Staff for Logistics (See DCS, G-4)
DCSOPS	Deputy Chief of Staff for Operations (See DCS, G-3)
DCSPER	Deputy Chief of Staff for Personnel (See DCS, G-1)
DDN	Defense Data Network
DFAS	Defense Finance and Accounting Service

DHA	Demand History Adds
DIC	Document Identifier Code
DIS	Director of Installation Support
DJAS	Defense Joint Accounting System
DLA	Defense Logistics Agency
DLR	Depot Level Repairable
DMISA	Depot Maintenance Inter-service Support Agreement
DMPE	Depot Maintenance Plant Equipment
DMWR	Depot Maintenance Work Requirement
DOD	Department of Defense
DODAAC	Department of Defense Activity Address Code
DODI	Department of Defense Instruction
DOIM	Director of Information Management
DOL	Directorate of Logistics
DRM	Director of Resource Management
DRMO	Defense Reutilization and Marketing Office
DS	Direct Support
DSN	Defense Switching Network
DSU	Direct Support Unit
DTR	Defense Transportation Regulation

## E

EA	Economic Analysis
EAA	End Article Application
EAC	Echelons Above Corps
ECP	Engineering Change Proposal
ECS	Equipment Concentration Sites
EDRS	Electronic Deficiency Reporting System
EEA	Essential Elements of Analysis
EIC	End Item Code
EIR	Equipment Improvement Recommendation
EOR	Elements of Resource
EQUATE	Electronic Quality Assurance Test Equipment
ERC	Equipment Readiness Code
ERP	Enterprise Resource Planning
ESSC	Electronic Sustainment Support Center
EUSA	Eighth United States Army
EVAC	Evacuation (Shipment from/to COEs)

## F

FAD	Force Activity Designator
FAX	Facsimile
FED LOG	Federal Logistics Record
FBR	Fully Burdened Rate
FDP	Forward Distribution Point (Formerly SSA)
FIP	Foam In Place
FLR	Field-level Repairable
FMC	Fully Mission Capable
FMMC	FORSCOM Materiel Management Center
FMS	Foreign Military Sales
FORSCOM	U.S. Forces Command
FRA	Forward Repair Activity
FRS	Feasibility Repair Study
FSC	Federal Stock Class
FWD	Forward
FY	Fiscal Year

## **G**

G&A	General and Administrative
GAE	General and Administrative Expense
GBL	Government Bill of Lading
GCSS-A	Global Combat Support System-Army
GFM	Government Furnished Material
GOCO	Government Owned Contractor Operated
GOGO	Government Owned Government Operated
GS	General Support
GSA	General Services Administration
GSMU	General Support Maintenance Unit
GSU	General Support Unit
GUI	Graphical User Interface
GSWKLD	GS Workload System

## **H**

HAZMAT	Hazardous Materiel
HQDA	Headquarters, Department of the Army

## **I**

IAW	In Accordance With
ICP	Inventory Control Point
IDT	Inter-Depot Transfer
IFB	Invitation for Bid
IFTE	Integrated Family of Test Equipment
ILS	Integrated Logistics Support
ILSMT	Integrated Logistics Support Management Team
IM	Item Manager
IMA	Installation Management Agency
IMA RO	Installation Management Agency Regional Office
IMM	Integrated Materiel Manager
IMMC	Integrated Material Management Center
IMMO	Installation Maintenance Management Officer
IMO	Installation Maintenance Office
IMPAC	International Merchant Purchase Authorization Card
IMR	Installation Maintenance Representative (AMC)
IPD	Issue Priority Designator
IPR	In Process Review
IRMT	Integrated Readiness Management Team
IRON	Inspect and Repair Only as Necessary
ISA	Installation Support Activity
ISC	Information Systems Command
ISM	Integrated Sustainment Maintenance (See NMP)
ISO	International Organization for Standardization
ISR	Installation Supply Representative (AMC)
ISSA	Inter-Service Support Agreement
ITO	Installation Transportation Office

## **L**

LAN	Local Area Network
LAO	Logistics Assistance Officer
LAR	Logistics Assistance Representative
LCMC	Life Cycle Management Command
LIA	Logistics Integration Agency (See LTA)
LIDB MM	Logistics Integrated Data Base Maintenance Module
LIF	Logistics Intelligence File
LIN	Line Item Number

LMP	Logistics Modernization Program
LOGSA	Logistics Support Activity
LORA	Level of Repair Analysis
LRU	Line Replaceable Units
LSA	Logistics Support Analysis
LSE	Logistics Support Element
LTA	Logistics Transformation Agency (Formerly LIA)

## **M**

MA	Maintenance Activity
MAC	Maintenance Activity Chief, AWCF Source of Repair
MAC	Maintenance Allocation Chart
MACE	Mobilization AVCRAD Control Element
MACOM	Major Army Command
MARC	Manpower Authorization Requirements Criteria
MATCAT	Material Category
MATDEV	Material Developer
MATES	Mobilization and Training Equipment Site (ARNG)
MATO	Materiel Officer
MDEP	Management Decision Package
MDMS	Maintenance Data Management System
MEL	Maintenance Expenditure Limit
MHE	Material Handling Equipment
MILSTAMP	Military Standard Transportation and Movement Procedures
MIMS	Maintenance Information Management System
MIPR	Military Interdepartmental Purchase Request
MIS	Management Information System
MMB	Materiel Movements Branch
MMC	Materiel Management Center
MMT	Materiel Management Team
MOA	Memorandum of Agreement
MOAT	Maintenance Optimization Analysis Tool
MOP	Measure of Performance
MOS	Military Occupational Skill
MOU	Memorandum of Understanding
MR	Maintenance Repair (Code)
MRC	Materiel Release Confirmation
MRO	Materiel Release Order
MS	Milestone
MSC	Major Subordinate Command
MSE	Mobile Subscriber Equipment
MTBF	Mean Time Between Failure
MTMC	Military Traffic Management Command
MTOE	Modified Table of Equipment
MTTR	Mean Time to Repair
MTW	Major Theater War
MWF	Maintenance Workload File
MWO	Modification Work Order

## **N**

NAC	National Agency Check
NAMI	Non-Army Managed Item
NEOF	No Evidence of Failure Rate
NET	New Equipment Training
NGB	National Guard Bureau
NICP	National Inventory Control Point
NIIN	National Item Identification Number

NIMSC	Nonconsumable Item Materiel Support Code
NLCO	National Logistics Coordination Office, AMC
NLQO	National Logistics Quality Office, AMC
NMC	Non-Mission Capable
NMCM	Non-Mission Capable, Maintenance
NMCS	Non-Mission Capable, Supply
NMD	National Maintenance Division, AMC DCSOPS
NMM	National Maintenance Manager, AMC
NMM	National Maintenance Management
NMP	National Maintenance Program
NMTC	National Maintenance Training Center
NMWR	National Maintenance Work Requirement
NRTS	Not Repairable This Station
NS	National Standard
NSN	National Stock Number
NTC	National Training Center

### O

OCAR	Office of the Chief, Army Reserve
OCONUS	Outside Continental United States
ODCSLOG	Deputy Chief of Staff for Logistics
ODS/SRD1	Operational Data Store/STANFINS Re-Design 1
OMA	Operation and Maintenance, Army
OMAR	Operations and Maintenance Army Reserve
OMB	Office of Management and Budget
OMNG	Operations and Maintenance National Guard
OPLOC	Operating Location
OPTEMPO	Operational Tempo
ORF	Operational Readiness Float
OSC	Operations Support Command, AMC
OSC	Objective Supply Capability
OSD	Office of the Secretary of Defense
OST	Order and Ship Time

### P

PC	Personal Computer
PC	Phrase Code
PCB	Printed Circuit Board
PLL	Prescribed Load List
PM	Program Manager/Preventive Maintenance
POC	Point of Contact
POM	Program Objective Memorandum
POP	Proof of Principle
PPBES	Planning, Programming, Budgeting, and Execution System
PPC	Production, Planning, and Control
PQDR	Product Quality Deficiency Report
PRON	Procurement Request Order Number
PVA	Product Verification Audit (Technical Certification by AMCOM)

### Q

QA	Quality Assurance
QC	Quality Control
QDR	Quality Deficiency Reports
QMS	Quality Management System
QNP	Qualified National Provider

## R

RC	Reserve Component
RCT	Repair Cycle Time
RDD	Required Delivery Date
RDES	Requirement Determination and Execution System
RDM	Requirements Determination Module
RFG	Resource Funding Guidance
RFP	Request for Proposal
RIC	Routing Identifier Code
RIC-GEO	Routing Identifier Code/Geographical
RIC-SHIP-TO	Routing Identifier Code/Ship to Address
RICC	Reportable Item Control Code
RIDB	Readiness Integrated Data Base
RIMS	Reparable Item Management System
RM	Resource Manager
RO	Requisitioning Objective
RON	Requisition Order Number
RO/RL	Requisition Objective/Retention Limit
RPI	Reduced Price Initiative
RPSTL	Repair Parts and Special Tools List
RSC	Regional Support Center
RSF	Retail Stock Fund
RTSM	Regional Training Site-Maintenance
RX	Reparable Exchange
RXMOD	Reparable Exchange Module

## S

SA	System Administrator
SABERS	State Accounting Budgeting Expenditure Reporting System
SALE	Single Army Logistics Enterprise
SAMS	Standard Army Maintenance System
SAMS-1	Standard Army Maintenance System-1
SAMS-2	Standard Army Maintenance System-2
SAMS-E	Standard Army Maintenance System-Enhanced
SAMS-I/TDA	Standard Army Maintenance System-Installation/Table of Distribution and Allowances
SAP	Systems, Applications, and Products in Data Processing
SARSS	Standard Army Retail Supply System
SASO	Stability and Support Operations
SCIC	Special Control Item Code
SCP	System Change Package
SDC	Sample Data Collection
SDR	Supply Discrepancy Report
SDS	Standard Depot System
SFDLR	Stock Fund for Depot Level Reparable
SME	Subject Matter Expert
SMM	Surface Maintenance Manager (ARNG)
SMM	State Maintenance Management Office
SMP	Surge Management Program
SMR	Source Maintenance Recoverability Code
SOE	Sequence of Events
SOP	Standing Operating Procedure
SOR	Source of Repair
SORTS	Status Of Resources and Training System
SOS	Source of Supply
SOW	Scope of Work
SPI	Special Packaging Instruction
SRA	Specialized Repair Authority

SSA	Supply Support Activity (See FDP)
SSC	Supply Status Code
SSC	Small Scale Contingencies
SSF	Single Stock Fund
SSTS	Sustainment System Technical Support
STAMIS	Standard Army Management Information System
STANFINS	Standard Army Financial System
STARFIARS	Standard Army Financial Inventory Accounting and Reporting System
STS	Systems Technical Support
STTE	Special Tools and Test Equipment

## T

TACCS	Tactical Army Combat Computer System
TACOM	Tank-automotive & Armaments Command
TACOM-RI	Tank-automotive & Armaments Command-Rock Island, IL
TACOM-WRN	Tank-automotive & Armaments Command-Warren, MI
TAD/PNVS	Target Acquisition Designator/Pilot Night Vision Sight
TAMMS	The Army Maintenance Management System
TAMP	Theater Aviation Maintenance Program
TASN-A	Tracking Assets by Serial Number-Aviation
TAT	Turn Around Time
TAV	Total Asset Visibility
TC	Technical Certification
TDA	Table of Distribution and Allowances
TEDB	TAMMS Equipment Database
TI	Technical Inspection
TM	Technical Manual
TMDE	Test, Measurement and Diagnostics Equipment
TOE	Table of Organization and Equipment
TP2	Transportation Priority 2
TRADOC	U.S. Army Training and Doctrine Command
TSC	Theater Sustainment Command

## U

UFC	Unit Funded Cost
UFD	Unfunded Demands
UIC	Unit Identification Code
UIT	Unique Item Tracking
ULLS	Unit Level Logistics System
ULLS-A	Unit Level Logistics System-Aviation
UMRC	Unit Maintenance Repair Cost
UND	Urgency of Need Designator
USAR	United States Army Reserve
USARC	United States Army Reserve Command
USPFO	U.S. Property and Fiscal Officer
USVE	Unserviceable Ship To Table
UTES	Unit Training Equipment Site
UUT	Unit Under Test

## V

VTC	Video Tele-conference
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## W

WAN	Wide Area Network
WARCO	Warranty Coordinator
WC	Work Center
WCF	Warranty Claim Form

WLCR	Workload Change Request
WO	Work Order
WOLF	Work Order Logistics File
WON	Work Order Number
WSF	Wholesale Stock Fund
WSM	Weapons System Manager/Management

## Y

YIC	Yo It's Coming
YTD	Year to Date

## Section II Terms

### A

AMI - Army managed item.

Assembly - A combination of components/modules and parts used as a portion of, and intended for, further installation in an equipment end item (for example, engine, transmission, rotor head, electronic chassis/rack/cabinet).

Automatic test equipment (ATE) - Equipment designed to automatically evaluate the degree of unit under test (UUT) performance degradation. It may be used to perform fault isolation of UUT malfunctions.

Audit - A systematic and independent examination to determine whether quality activities and related results comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve quality objectives. Audits may involve merely an examination of documentation, may be an exhaustive review of an entire operation or may be a spot check of selected areas of an operation. Each of these audit methodologies is important in maintaining an effective Quality System.

Auditor - An individual who has the qualifications to perform any portion of an audit, including duties of lead auditors, technical specialist, and others such as management representatives and auditors-in-training.

Auditee - An activity undergoing an external or internal systematic and independent examination of the quality system and documentation by qualified auditors.

Authorization Documents - HQDA or proponent-approved records that reflect personnel and equipment requirements and authorizations for one or more units. Authorization documents also provide unit organizational information. MTOE and TDA are authorization documents.

Aviation Intensively Managed Items (AIMI) - High dollar, low density, short supply aviation items.

### B

Black box - An electronic assembly removed and replaced from the next higher assembly at the field level and generally synonymous with line replaceable unit (LRU).

Built-in test - A test approach using built-in test equipment or other integral hardware designed into equipment or components under test to self-test and fault diagnose all and/or part of the equipment or component under test.

Built-in test equipment - Any identifiable, removable device that is part of equipment or components under test that is used for the express purpose of testing.

### C

Center of Excellence (COE) - Concentration of repairs at a single location. The installation chosen as the COE is responsible for all repairs of the NSN in the geographic region.

Compliance - The affirmative indication or judgment that the supplier of a product or service has met the requirements of the relevant specifications, contract, or regulation. In terms of the NMP, compliance refers to that aspect of quality assurance related to the published ISO standard. A National source of repair is compliant once the NMP determines it

has achieved a measurable quality system as a result of a successful external audit. Thereafter, compliance status is contingent on annual internal audits, surveillance audits and tri-annual external audits.

Component/module - A combination of parts mounted together during manufacturing that may be tested, replaced as a unit, or repaired (for example, starter, generator fuel pump, and printed circuit card). The term module is normally associated with electronic equipment.

Contract Maintenance - Any materiel maintenance operation performed under contract by commercial organizations (including the original manufacturer of the materiel).

Compliance Audit - An audit designed to verify that the actual operational activities are in compliance with the documented procedures/instructions.

Corrective Action - Action taken to eliminate the cause of a detected nonconformity or other undesirable situation.

Cost Avoidance - Represents the savings to the installation supply activity (retail stock fund (RSF) or Army Working Capital Fund (AWCF) account) compared to the potential costs to that supply activity would have incurred in a baseline period, usually the previous fiscal year.

Cost Information Request (CIR) - A data call tool that is used to obtain needed information to evaluate potential SORs for NMM lines. In addition to providing installation repair cost data, the CIR will document the SOR's repair history and ability to repair the line.

Cost Saving - Represents the repair efficiencies in terms of labor, repair parts, and shipping costs (and reduced buys from Wholesale) that may result from assignment of RX repairs to a Center of Excellence (COE).

CRON - A Unix command for scheduling jobs to be executed sometime in the future. A CRON is normally used to schedule a job that is executed periodically – for example, to send out a notice every morning. It is also a daemon process, meaning that it runs continuously, waiting for specific events to occur."

Customer - The customer is the recipient of the product or service provided by the supplier. For NMP purposes, the customers are the various MSC Item Managers.

## D

Depot Maintenance - The materiel maintenance requiring major overhaul or a complete rebuilding of parts, assemblies, subassemblies, and end items including the manufacture of parts, modifications, testing, and reclamation as required. Depot maintenance supports lower categories of maintenance by providing technical assistance and performing that maintenance beyond their responsibilities. Depot maintenance provides stocks of serviceable equipment by using more extensive facilities for repair than are normally available in lower maintenance activities.

Depot Maintenance Activity - An industrial-type facility established to perform depot-level maintenance on weapon systems, equipment, and components. The term includes DOD installations and commercial contractors.

Depot maintenance work requirement (DMWR) - A maintenance serviceability standard for depot level reparable designated for repair and return to the AWCF stock. It prescribes the scope of work to be performed on an item by organic depot maintenance facilities or contractors, and/or qualified non-depot sources of repair; types and kinds of materiel to be used; and quality of workmanship. The DMWR also addresses repair methods, procedures and techniques, modification requirements, fits and tolerances, equipment performance parameters to be achieved, quality assurance discipline, and other essential factors to ensure that an acceptable and cost-effective product is obtained.

Direct Support (DS) Maintenance - DS maintenance is characterized by the following one-stop service to supported units. Highly mobile, weapon-system-oriented maintenance and backup support to unit level maintenance.

## E

End Article Application (EAA) - EAA is used at the wholesale materiel management to identify component application to a family of equipment or weapons systems.

End Item - A final combination of end products, component parts, and/or materials that is ready for its intended use, e.g. ship, tank, mobile machine shop, aircraft.

Equipment Readiness Code (ERC) - A one-digit code explaining an item's importance to a unit's combat, combat support or service mission. (Reference AR 220-1 & AR 750-1)

Essential Elements of Analysis (EEA) - Required data and information to support the repair/buy decision process.

External Audit - Audit conducted by an outside party assessing Quality Management System against ISO standard.

## F

Failure - The event, or inoperable state, in which any item or part of an item does not, or would not, perform as previously specified.

Fault - A term used to indicate that a piece of equipment has a deficiency or shortcoming.

Field maintenance - Field maintenance is the first operation of the Army maintenance system. Field maintenance is characterized by the performance of maintenance tasks "on system" in a tactical environment using trained personnel, tools, and TMDE. Field maintenance is typically operator/crew maintenance and repair and return to user maintenance operations.

Forward Repair Activity (FRA) - An AMC activity, operated by contractor or organic personnel, which provides depot level support forward of the depot. Where possible, FRAs will provide support for multiple weapon systems or commodities.

Forward support maintenance - Maintenance oriented toward quick turnaround to the user in order to maximize combat time by minimizing repair and evacuation time.

Fully Burdened Rate - Full cost methodology that includes: direct labor, indirect costs and GAE. This rate does not include materials. (See Chapter 3 for details)

Fully mission capable (FMC) - Systems and equipment that are safe and have all mission-essential subsystems installed and operating as designated by applicable Army regulation. The terms ready/available and FMC refer to the same status: equipment is on hand and able to perform its combat missions.

## G

Gap Analysis - The process of identifying missing elements or undocumented procedures. The analysis aids in evaluating the conformity of a Quality System. Findings enable the organization to ensure that all quality system elements are being met.

General Support Maintenance - A MTOE activity located at echelons above corps that conducts commodity oriented repair of components and end items, backup maintenance support to DS units, job shop/bay or production line operations. It also has the capability to task organize to meet special mission requirements in support of the theater supply system.

## I

Implementing Procedures - Implementing Procedures are the second level of Quality System documentation and pertain to specific functional paragraphs within the Quality Manual. They describe the who, what, why, when, where and how of the Quality System activities typically at the department level, and their relationship to the supplier's operations as a whole. Procedures should ideally be organized into the ISO 9000 standard structure outline, indicating the applicable ISO 9000 clause under which they fall.

Initial Failure - An initial failure occurs if the first time a reparable acquired from the AWCF is used it does not work and the failure is not caused by accident, misuse, improper operation, unauthorized repair, or alteration.

Integrated materiel manager (IMM) - The materiel manager responsible for the execution of assigned materiel management functions for selected items or selected federal supply classification classes.

Internal Audit - Self-audits that may help an organization prepare for an external audit, or may be a scheduled assessment of the organization's Quality Management System.

Inter-Service maintenance support - Maintenance operations performed by the organic maintenance capability of one military Service in support of another military Service.

## L

Lead Auditor - An individual qualified to organize and direct an audit, report non-conformances, and evaluate corrective action.

Line - NIIN planned and scheduled to be repaired in the ISM Center of Excellence or National work program.

Line Item Number (LIN) - A six-position alphanumeric number that identifies the generic nomenclature of specific types of equipment. Standard LIN consists of one alpha position followed by five numeric positions. Standard LINs are assigned by AMC and are listed in SB 700-20.

Line replaceable unit (LRU) - A combination of components/modules installed in an item of equipment or system that is replaceable in the operational environment (that is, under field or combat conditions). An LRU may be a printed circuit board, black box, component, major component, alternator, carburetor, avionics, tank engine, road wheel assembly, installed weapons, and so forth. This repair by replacement is normally accomplished by field maintenance personnel.

Line Stopper - Any condition that has the potential to stop a production line due to a lack of repair parts, skilled personnel, test equipment, etc. Line stoppers will be considered a high priority action for resolution.

Logistics Integrated Database (LIDB) - NMP automation system designed to provide the national maintenance manager with a tool for executive decision-making support at local and regional levels. System provides a platform to access multiple database tools and logistic systems (STAMIS/NON-STAMIS), which minimize risk in sustainment maintenance decisions made by the NMM.

## M

Maintenance — All actions necessary for retaining an item in or restoring it to a specified condition.

Maintenance capability - Availability of those resources—facilities, tools, TMDE, drawings, technical publications, trained maintenance personnel, engineering and management support, and repair parts—required to perform maintenance operations.

Maintenance capacity - A quantitative measure of maintenance capability usually expressed as the number of man-hours or direct labor that can be applied within a specific maintenance activity or shop during a 40-hour week (one shift, 5 days).

Maintenance Expenditure Limit (MEL) - Ceiling that the repair site is authorized to spend on repair before the maintenance activity expends funding above the fixed firm price.

Maintenance standard - A measure that specifies the minimum condition to which materiel must be restored by repair, overhaul, or some other maintenance function to ensure its satisfactory performance for a specified period of service.

Major Nonconformance - This is a serious deficiency that could adversely affect the quality of the product or service. It could be a single infraction that by itself constitutes evidence of a system failure; or it could be a number of observations that individually are of small importance but whose frequency indicates a serious deficiency. Examples of major nonconformances:

- (a) No required documented procedures.
- (b) Documented procedures exists but are not implemented.
- (c) Employees permitted to disregard work instructions without corrective action.
- (d) Records of internal audits not maintained.
- (e) Obsolete and/or uncontrolled procedures and documents are used regularly.

Mean time between failure (MTBF) - A basic measure of reliability. The average number of failures of a specific item occurring during a specified time interval.

Mean Time To Repair (MTTR) - A basic measure of maintainability. The sum of corrective maintenance times at any specific level of repair, divided by the total number of failures within an item at that level, during a particular interval under stated conditions. MTTR calculations exclude all work orders that result in cancellation (code z), washout (w), NEOF (u), or NRTS(x).

Minor Nonconformances - A temporary or isolated instance, or small number of instances, of failure to comply with the requirements of the standard. Examples of minor nonconformances are:

- (a) Failure in a few cases to follow documented procedures
- (b) Documented procedures require minor clarification/amplification
- (c) Small number of instruments out of calibration

Mission capable - See Fully mission capable.

Mission Essential Item - The degree of military worth of an item of supply on how its failure, if a replacement is not immediately available, would affect the ability of the weapons system, end item, organization, to perform its intended functions or missions.

Modified Table of Organization And Equipment (MTO&E) - Modified version of a TOE that prescribes organization, personnel and equipment needed for the unit to perform an assigned mission in a specific geographic or operational environment. In most cases, modification of the TOE is not necessary; however, an MTOE is required to designate the authorized level of organization and provide other data such as unit designation and effective date.

Module - An assembly containing a complete self-contained circuit or sub-circuit. It may consist of a single printed circuit board (PCB), in which case it is synonymous with a PCB or may be comprised of two or more PCBs mechanically attached to one another and removable from the next higher assembly as a single unit.

## N

National Maintenance Manager (NMM) - The CG, U.S. Army Materiel Command is designated as the National Maintenance Manager (NMM) and as such is responsible for implementing the National Maintenance Program (NMP).

National standard (NS) - National standard is recognized as the single Army standard for items repaired for return to AWCF stock. National standard is defined as the highest published standard.

National Maintenance Program (NMP) - The NMP supports the Army's strategy to move to a centrally coordinated and controlled, repair-based logistics system. Army maintenance operations are identified as: operator/crew maintenance, field maintenance, and sustainment maintenance (formerly known as national maintenance). The CG, USAMC, as the NMM for the U.S. Army is responsible for sustainment maintenance operations. Sustainment maintenance consists of tactical, installation, and depot activities and is characterized by repair to a single standard and return to stock. The primary focus is sustainment readiness.

National Maintenance Work Requirement (NMWR) - A maintenance serviceability standard for field level reparable designated for repair and return to AWCF stock. It prescribes the scope of work to be performed on an item by organic depot maintenance facilities, certified non-depot national providers, or contractors; types and kinds of materiel to be used; and quality of workmanship. The NMWR also addresses repair method, procedures and techniques, modification requirements, fits and tolerances, equipment performance parameters to be achieved, quality assurance discipline, and other essential factors that an acceptable and cost effective product is obtained.

NMM Automation System - (Reference LIDB-MM)

Not Mission Capable (NMC) - A materiel condition indicating that equipment cannot perform any one of its combat missions. NMC is divided into not mission capable maintenance (NMCM) or not mission capable supply (NMCS).

Not Mission Capable Maintenance (NMCM) - Equipment that cannot perform its combat mission because of maintenance work underway or needed.

Not Mission Capable Supply (NMCS) - Equipment that cannot perform its combat mission because of maintenance work stoppage due to supply backorders.

Non-regional Customers - Sustainment maintenance customers outside the region, such as AMC MSCs or other regions.

## O

Objective Evidence - Data supporting the existence or verity of something.

Objective Supply Capability (OSC) - Utilizes existing information systems and asset visibility files loaded into a communication gateway. It will rapidly determine the best source of supply to satisfy the demand and will immediately issue the materiel release or distribution order.

Observations - Observations indicate the presence of system weaknesses, but do not necessarily lead to the conclusion that the entire system is ineffective. Observations should be viewed as opportunities for making system enhancements. The practices observed, while not strictly in conformance to the standard may constitute poor practice. They may flirt with danger by making conformance difficult and providing opportunities for error.

Operator/Crew maintenance - Operator/crew maintenance is the first and most critical operation of the Army maintenance system. It is the cornerstone of Army maintenance and starts with the operator/crew performing PMCS using the applicable TM 10-series. The before-and during-PMCS checks concentrate on ensuring equipment is FMC.

Overhaul - Overhaul is maintenance that restores equipment or components to a completely serviceable condition with a measurable (expected) life. This process involves inspection and diagnosis according to the DMWR, NMWR, or similar technical directions that identify components exhibiting wear and directs the replacement or adjustment of those items in accordance with the applicable technical specifications.

## P

Pacing Item - Major weapons or equipment systems of such importance that they are subject to continuous monitoring and management at all levels of command. Pacing items are identified in AR 220-1. Pacing items are noted on DA Form 5990-E or DA Form 2407.

Part - An item that cannot normally be disassembled or repaired, or is of such design that disassembly or repair is impractical (for example, bracket, gear, resistor, or toggle switch).

Peacetime Work Loading Capacity - Amount of work load, expressed in actual direct labor hours, that a facility can effectively produce considering management limitations such as supplying sufficient workers to continuously fill every work position on a single shift, five-day, 40-hour work week basis.

Preventive Action - Action taken to eliminate the cause of a potential nonconformity or other potentially undesirable situation.

Preventive maintenance (PM) - All actions performed in an attempt to retain an item in a specified condition by providing systematic inspection, detection,, and prevention of incipient failures.

Product - Any reparable item repaired under the auspices of the National Maintenance Manager and made available for issue to any Army using activity.

## Q

Qualification - Qualification refers to the NMP process for certifying sources of repair as national maintenance providers. This process has two parts: compliance and technical certification. All sources of repair must be compliant. To be compliant, a source of repair must demonstrate a documented quality management system. For each component for which the national standard is a DMWR or NMWR, the source of repair must pass a technical certification. The technical certification validates that the source of repair possesses the necessary facilities, tools, TMDE, skills, and manpower required for the repair. A technical certification is not required for components repaired to TM standard. (See Qualified National Provider below).

Qualified National Provider (QNP) - A qualified national provider is a source of repair that possesses a documented quality management system and the necessary facilities, tools, and manpower required to repair a specific component(s) to the national standard. QNP qualification is required before facilities may initiate national maintenance repairs. Exceptions may only be granted by the National Maintenance Manager.

Quality Assurance - Part of quality management focused on increasing effectiveness and efficiency.

Quality Control - Part of quality management focused on fulfilling quality requirements.

Quality deficiency report (QDR) - The authorized means for users of Army equipment to report, either by message or SF Form 368, equipment faults in design, operations, and manufacture.

Quality Manual - The Quality Manual is the top level of an organization's documentation system. The manual states the organization's policy on, and commitment to quality. The manual is ideally developed around the structure of a published ISO 9000 standard Quality System Model. It provides the content and index for all Quality System documentation, including procedures and job instructions. The body of the Quality Manual usually consists of a page or two for each of the applicable clauses of the published ISO Standard. The Quality Manual is a product of the organization's Executive Management.

Quality Plan - A document that establishes specific quality practices, identifies resources, and organizes sequences of activities relevant to a particular product, project, or contract. Quality Plans provide a mechanism, which connects existing generic Quality System procedures to specific requirements of the product, project, or contract. Plans may dictate the development of a comprehensive set of procedures or instructions over and above those that already exist; as an example, additional process procedures or work instructions may be required. Ranging from simple (e.g., for a simple piece-part) to lengthy and detailed (e.g., for a complex product), Quality Plans must follow the requirements of the established Quality System and customer requirements. Areas that should be addressed in a complete Quality Plan include: purpose/scope; definition/references; document control; schedule of equipment, including quality activities; flowcharts; descriptions of inspection and testing, including methods and equipment; customer acceptance criteria; safety/reliability factors; and packaging and storage information.

## R

Reimbursement Rate - Charge for services provided to other government activities. It consists of the maximum amount that finance can disburse and includes direct labor as well as some indirect labor. (See Chapter 3 for details)

Registration - The procedure by which an organization indicates that it fulfills the requirements for a quality management system and then is included or registered in an appropriate public list.

Repair - Restoration or replacement of parts and/or units to maintain efficient operating conditions.

Repairable item - An item that can be restored to perform all of its required functions by corrective maintenance.

Reparable - Class IX secondary items that carry a maintenance repair code (MRC) of D, F, H, or L.

Reparable Exchange (RX) Item - An item that is repaired at the direct or general support level for the local/regional supply system.

## S

Shortcoming - A fault that requires maintenance or supply action on a piece of equipment, but does not render equipment NMC.

Single Stock Fund (SSF) - Merger of the RSF and the WSF as a logical continuum in progression to a seamless logistics system.

Source of Repair - A Government or contractor operated maintenance activity (MA) that is selected as a National repair activity for specific lines work-loaded by the National Maintenance Program.

Specialized Repair Authority (SRA) - The specific approval given to a Sustainment –maintenance unit or activity, with the authorized special tools and test equipment and capability, to repair DA-designated items of materiel coded “D” or “L” in maintenance allocation charts (MACs) for a period of time not to exceed one year.

Standard Army Maintenance System (SAMS-REHOST & I/TDA) - Interactive real-time maintenance management systems.

Standard Army Retail Supply System (SARSS) - The Army STAMIS for all retail level supply support activities.

Standard Army Finance System (STANFINS) - Developed to ensure that defense accounting procedures meet all requirements for federal budget and accounting procedures. It has general ledger control and accountability for all funds and assets and reports financial data to DOD and the Treasury Department. It interfaces with the Database Commitment Accounting System (DCAS), Defense Civilian Pay System (DCPS), Standard Financial Inventory Accounting & Reporting System (STARFIARS Current and Modernization), Standard Installation/Division Personnel System (SIDPERS), and Integrated Facilities System (IFS).

Standard Army Financial Inventory Accounting and Reporting System Modernization (STARFIARS-MOD) - The systems supports the Army's retail supply management business area (retail stock fund). It provides retail stock fund accounting (to include inventory), funds control, general ledger, accounts receivable, and supports inter-fund transactions. It acts as an interface between the Army Retail Supply system and STANFINS.

Supporting Documentation - Supporting Documentation includes Work or Job Instructions, Quality Plans and Objective Evidence of a quality product. They describe how work is accomplished at the operator level. Other supporting documentation consists of forms, or controlled documents (hard copy/or electronic) that become quality records. These records become the Objective Evidence that the product has been repaired to the standards specified.

Supplier - An organization that provides a product or service to a customer. The supplier for the Army is the National Maintenance Manager.

Surge - The act of expanding an existing sustainment maintenance repair capability to meet increased requirements by adjusting shifts; adding skilled personnel, equipment, spares, and repair parts to increase the flow of repaired or manufactured materiel to the using activity; or for serviceable storage.

Surveillance Audits - A continuous process in which the status of a National Provider is monitored and verified, and records analyzed, to ensure that specified requirements are being fulfilled. Surveillance Audits of Qualified National Providers will normally be conducted annually. The NLQO will notify the party to be audited of the functional areas to be audited in advance of the actual audit.

Sustainment maintenance - Sustainment maintenance is the second operation of the Army maintenance system. Sustainment maintenance is characterized by the performance of maintenance tasks, “off system” in a secure environment using trained personnel, tools, and TMDE. Sustainment maintenance is typically repair and return to stock. It includes depot, non-depot, and contractor operations.

System Audit - Referred to as Desk side audits. This audit is designed to verify that the documented procedures conform to the published ISO standard. A desk side audit will be the initial step for a Compliance Audit. The NLQO will conduct a desk side audit of the Quality Manual, Implementing Procedures, selected Supporting Documentation, and Internal Audit results prior to any on-site Compliance Audit. The Source of Repair will provide requested documentation within 30 days of the start of the scheduled audit.

## T

Table of Distribution Allowance (TDA) - Units that normally do not deploy and are organized to fulfill missions, functions, and work load obligations of a fixed support establishment in CONUS or overseas. TDA units are uniquely developed to perform a specific support mission. They usually include civilian manpower whereas MTOE units generally will not.

Table of Organization and Equipment - (TOE) Prescribes the normal mission, organizational structure, and personnel and equipment requirements for a tactical military unit, and is the basis for authorization documents.

Technical Certification (TC) - The process whereby the MSC evaluates facilities, equipment, tools, training and personnel to determine whether the candidate National Provider has the capability and capacity to execute the awarded repair programs and meet the requirements of repairing to the National Standard.

Test, measurement, and diagnostic equipment (TMDE) - Any system or device capable of being used to evaluate the operating condition of a system or equipment to identify and/or isolate any actual or potential malfunction. TMDE also includes automatic test equipment (ATE) and test program sets (TPS).

Total Asset Visibility (TAV) - Provides users visibility of assets the Army owns, uses, or stores by weapon system, location, quantity, and condition.

Turn Around Time - Average elapsed time, in days, from receipt of a failed item until the item is repaired and ready for reissue. The TAT is extremely important, since it directly affects stock levels of reparable items required at supply and maintenance levels.

## U

Unit identification code (UIC) - A six-character code assigned to a specific unit. All units, organizations, and activities will use their own UIC. Contractors, manufacturers, and commercial activities do not have UICs. They will use the five-digit Commercial and Government Entity (CAGE) code prescribed by SB 708-43. Put the letter "K" in front of the FSCM. For example, General Motors FSCM 24617 will be turned into a contractor UIC, K24617.

Unsafe condition - An occurrence of hazard severity category I or II or MIL-STD-882. This includes the conditions that cause loss or serious damage to the end item or major components, loss of control, death, serious injury, or illness.

User Friendly - An automated system or process that can be comprehended without formal training and normally understood as the standard for a particular operation.

## W

Workload (WKLD) - Total direct actual labor hours represented by the quantity of items programmed, multiplied by the direct actual labor hours per unit.

Work loading - The process used to establish and assign a production plan to the source of repair.